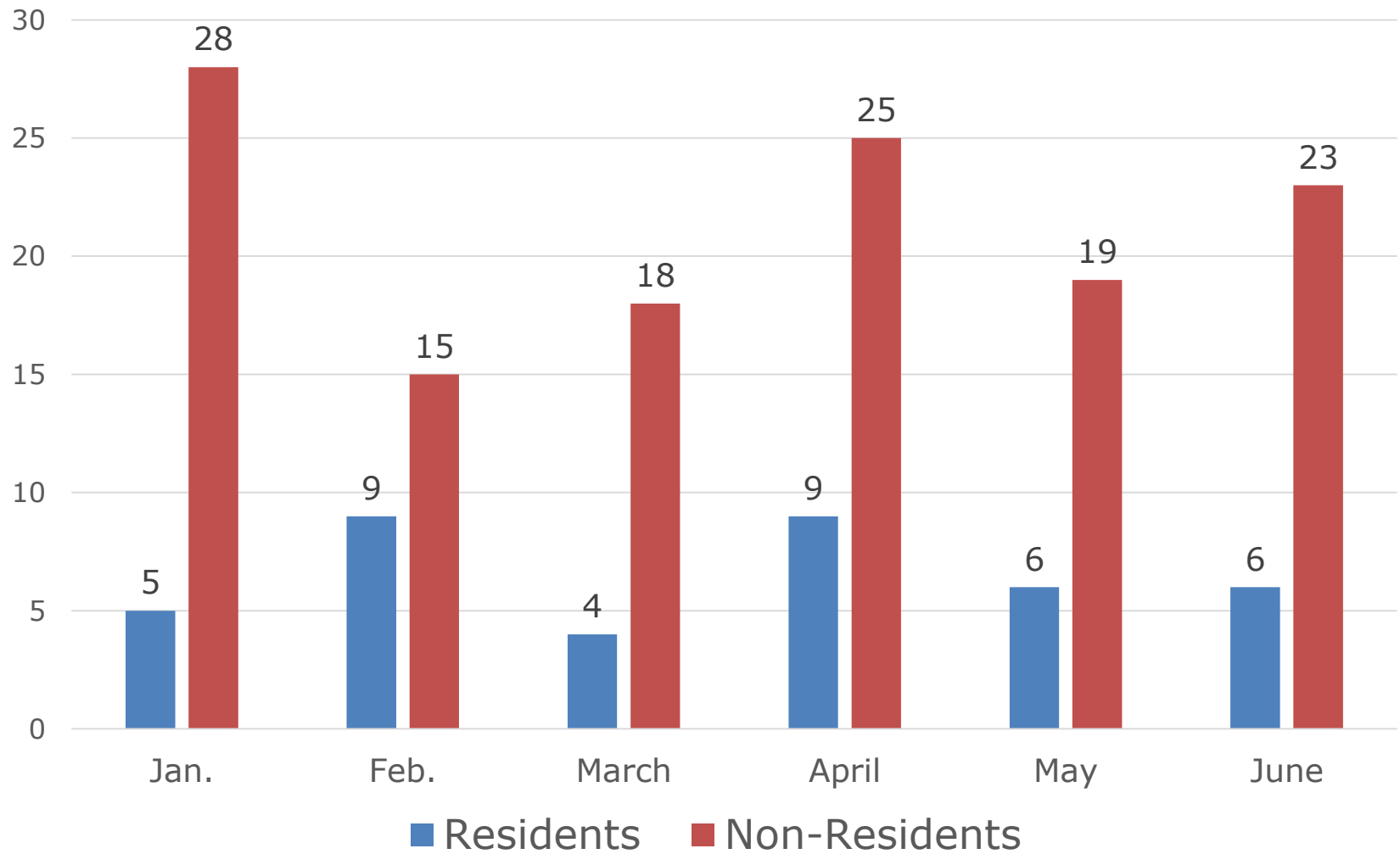


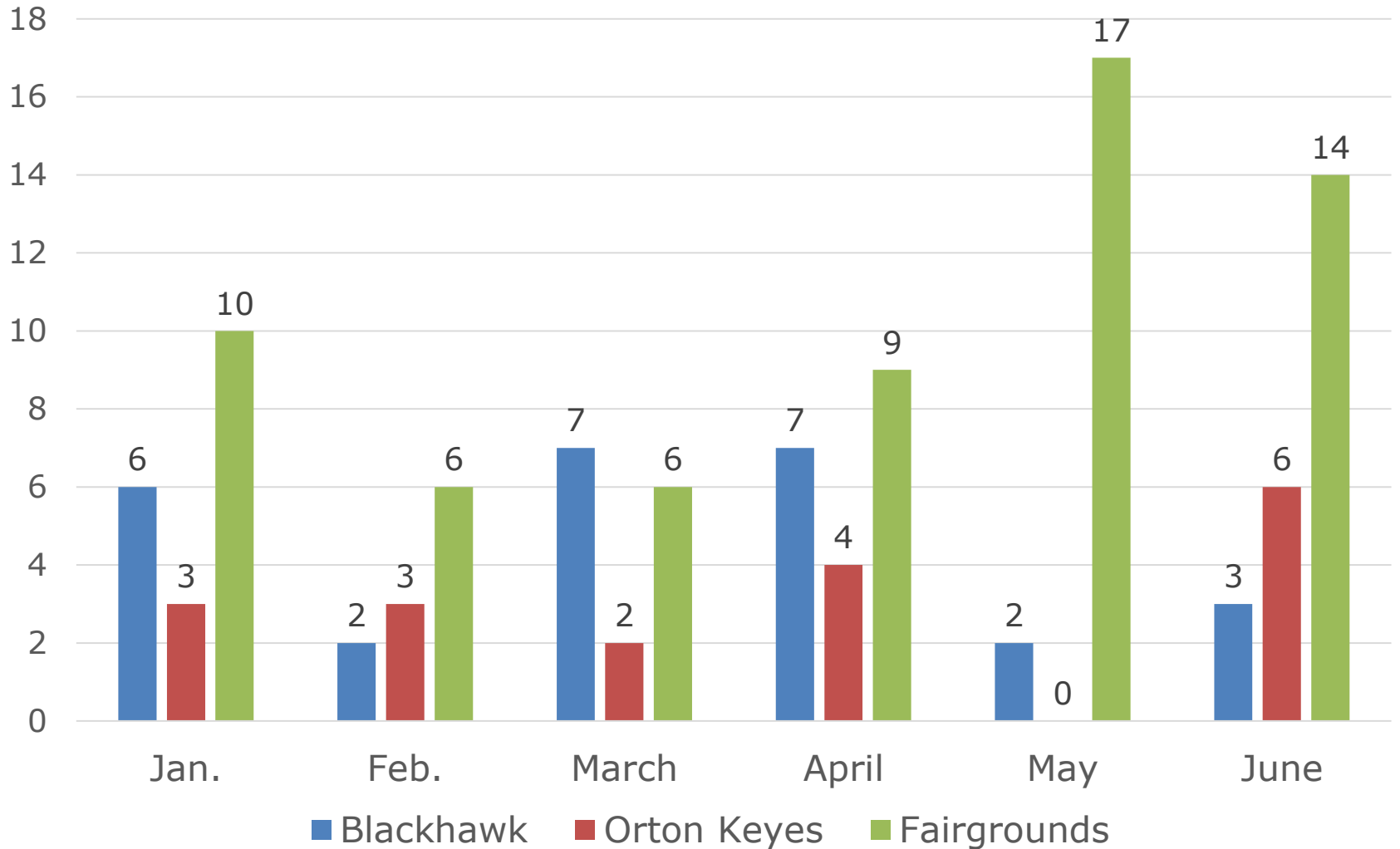


RockStat Report  
August 2014  
Security Department  
Ron Clewer - CEO

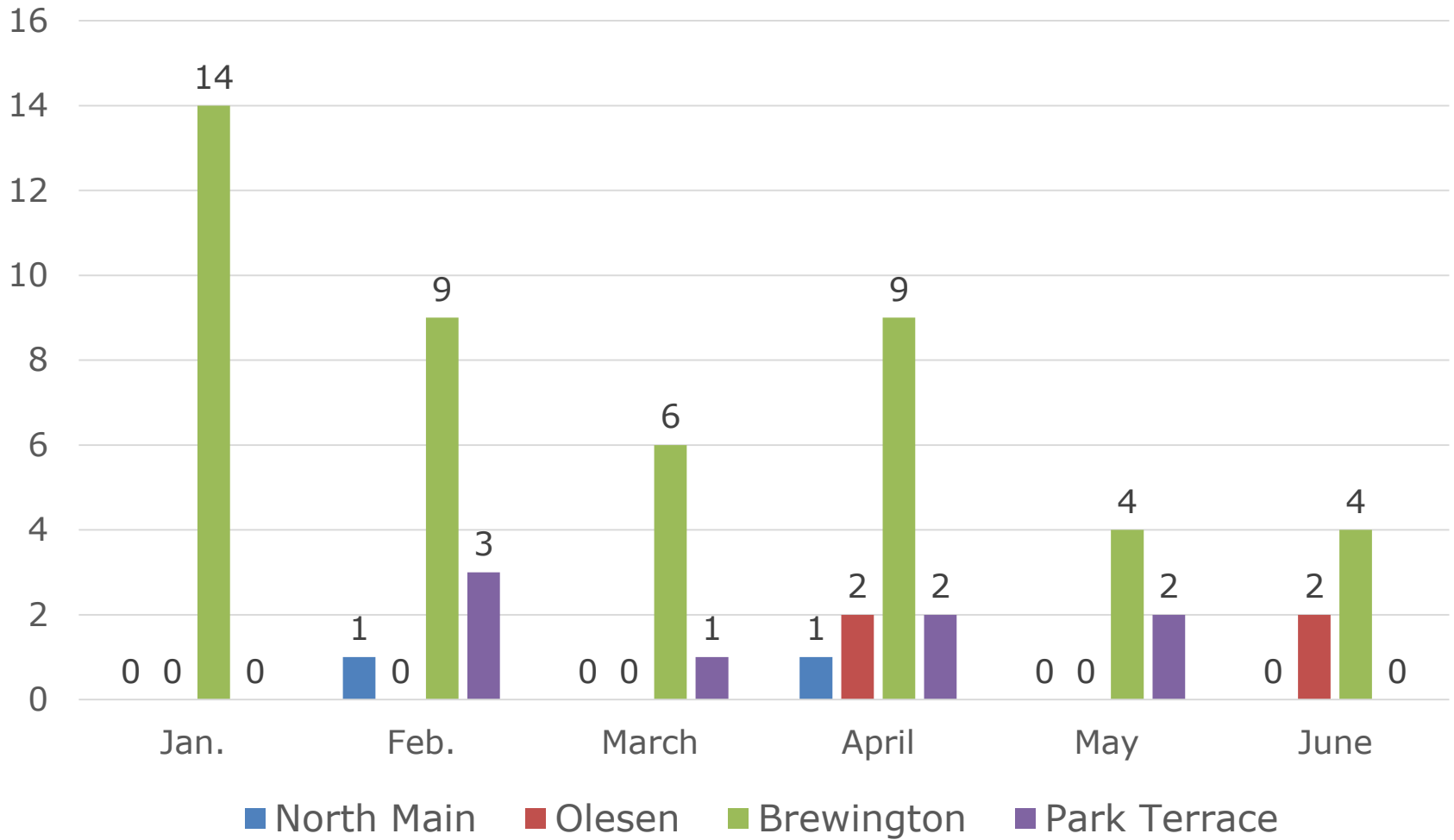
## Residents vs Non-Resident Arrests 2014



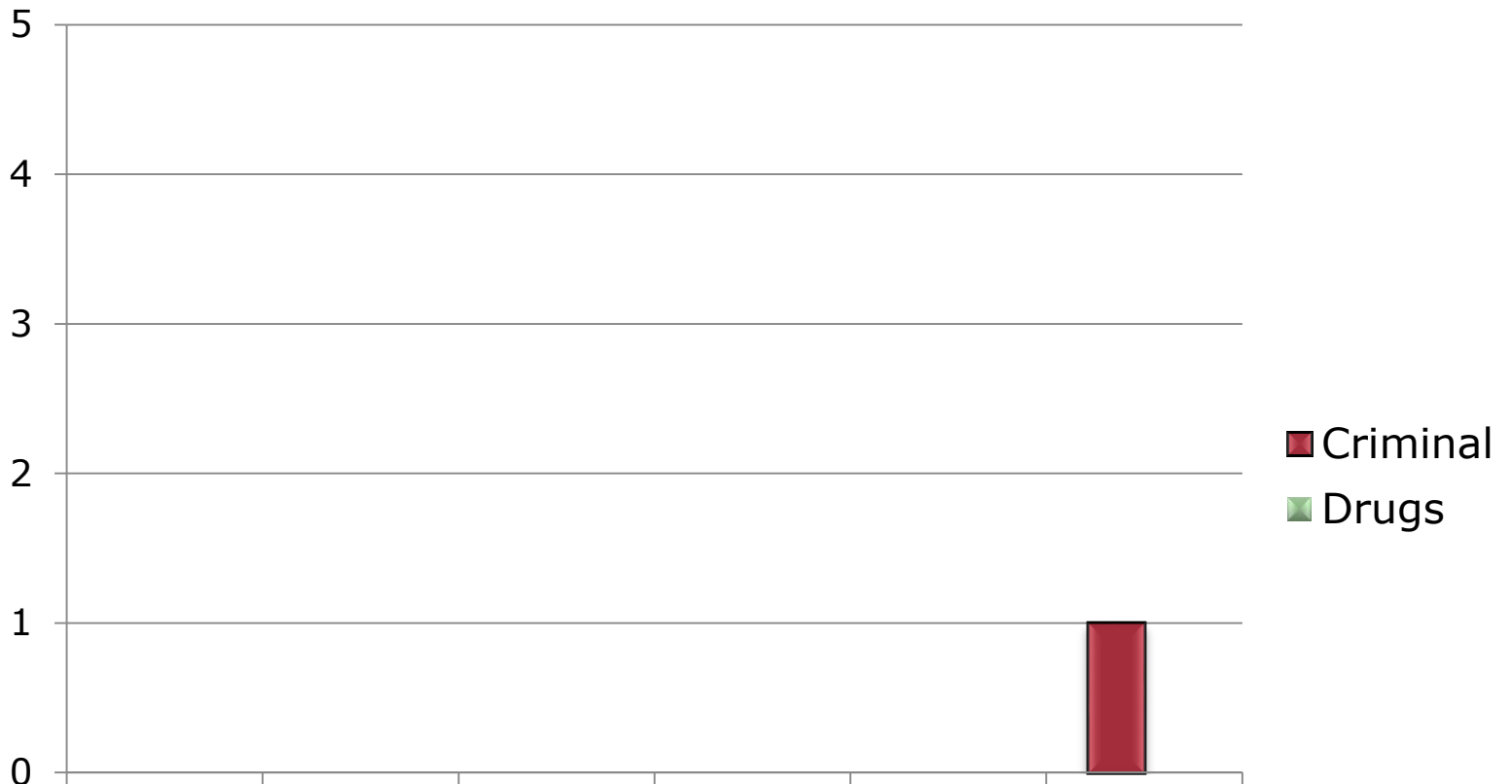
## Arrests by Property 2014



## Arrests by Property 2014

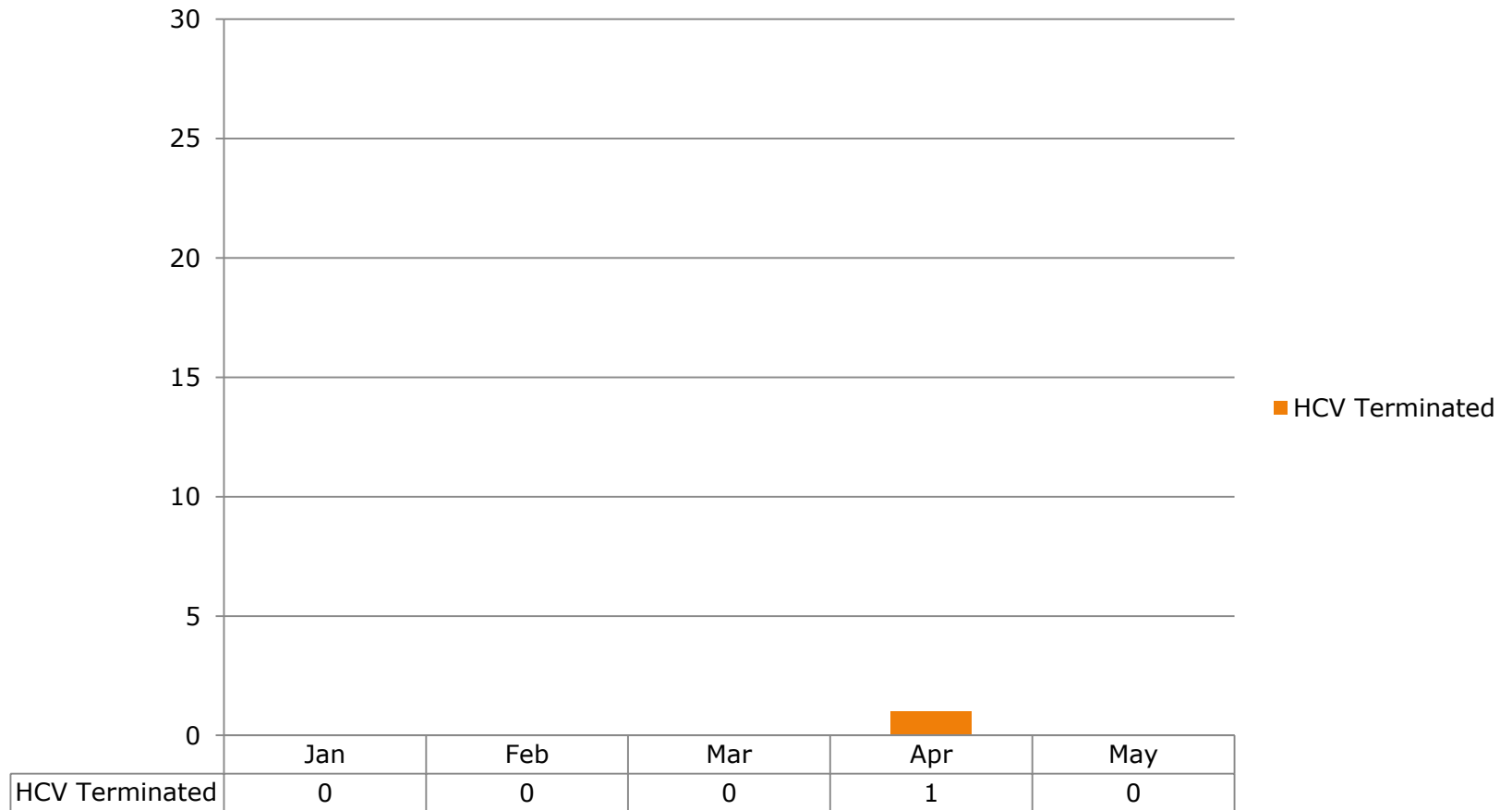


# **EVICTON NOTICES SERVED FOR DRUG/CRIMINAL ACTIVITY SCATTERED SITES 2014**

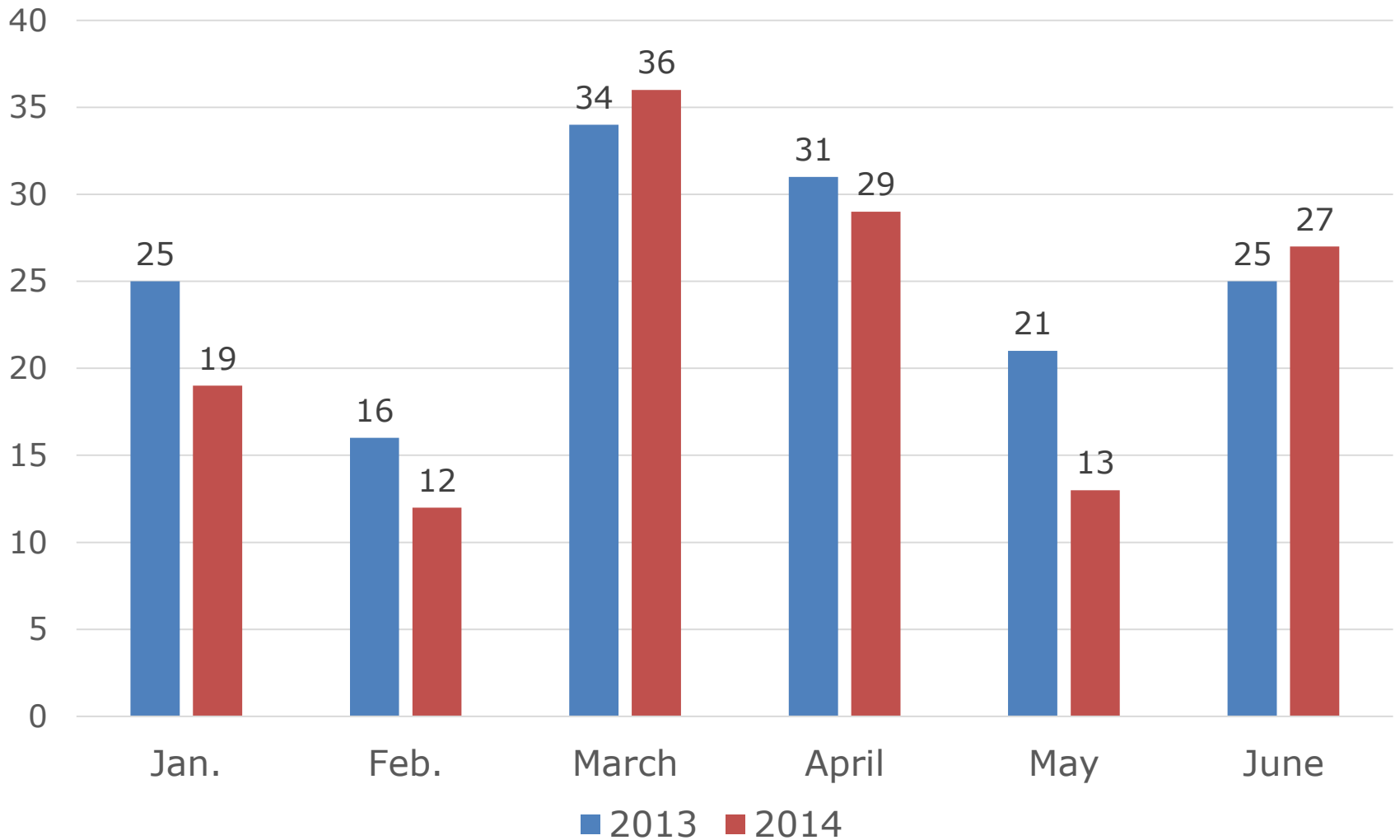


	Jan	Feb	Mar	Apr	May	Jun
Criminal	0	0	0	0	0	1
Drugs	0	0	0	0	0	0

# Housing Choice Voucher (HCV) Terminations 2014

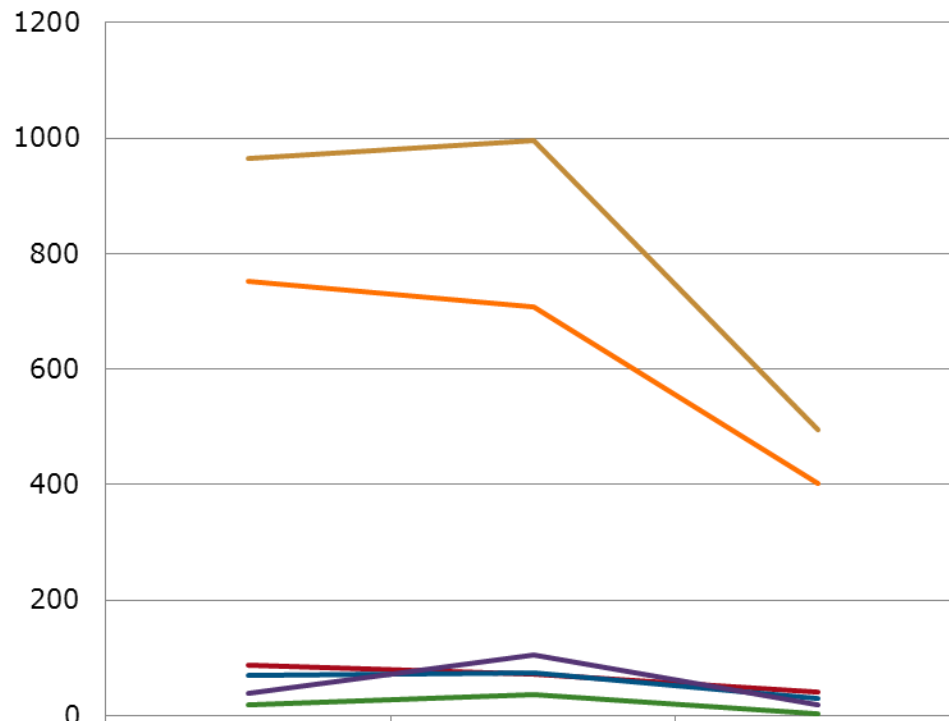


## RHA Bans 2013 vs 2014



## Resident Support Specialist Activity - 2/14- 4/14

# of people served



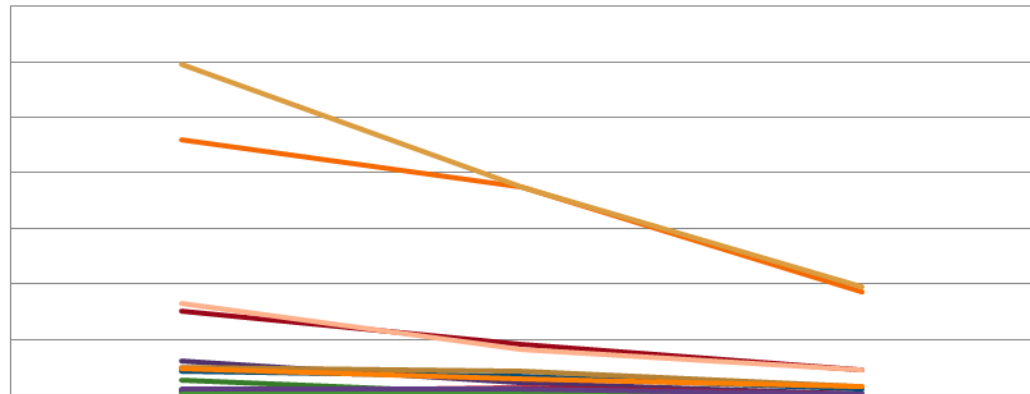
	PARK TERRACE/ LOW-RISES (283)	BREWINGTON OAKS (418)	N MAIN MANOR/ OLESEN PLAZA (338)
CASE MANAGEMENT	751	708	403
ADVOCACY TO COMMUNITY SERVICES	87	72	40
APPLICATION FOR SERVICES	69	75	30
PROGRAMMING	18	36	4
ADMINISTRATION	39	104	18
TOTALS	964	995	495



## Resident Opportunities for Self-Sufficiency Specialist Activity - 2/14- 4/14

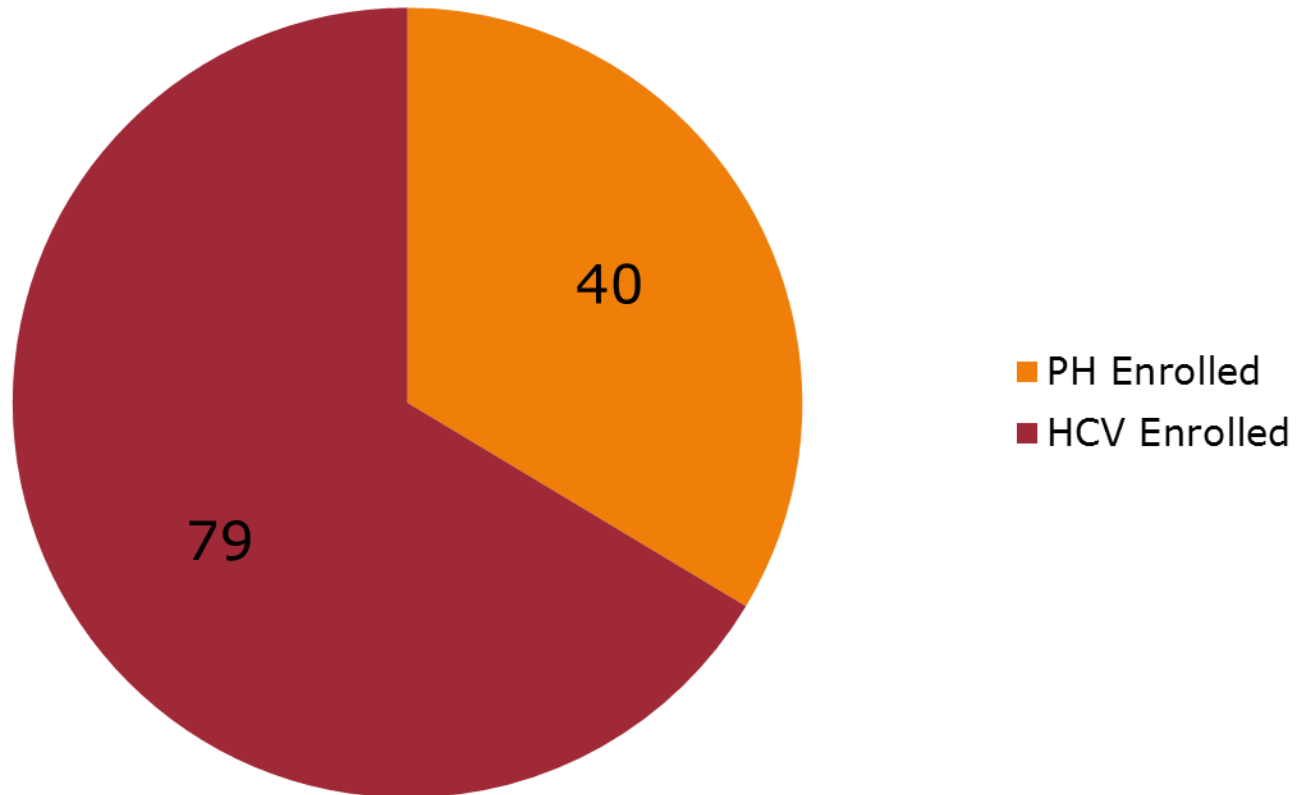
# of people served

700  
600  
500  
400  
300  
200  
100  
0

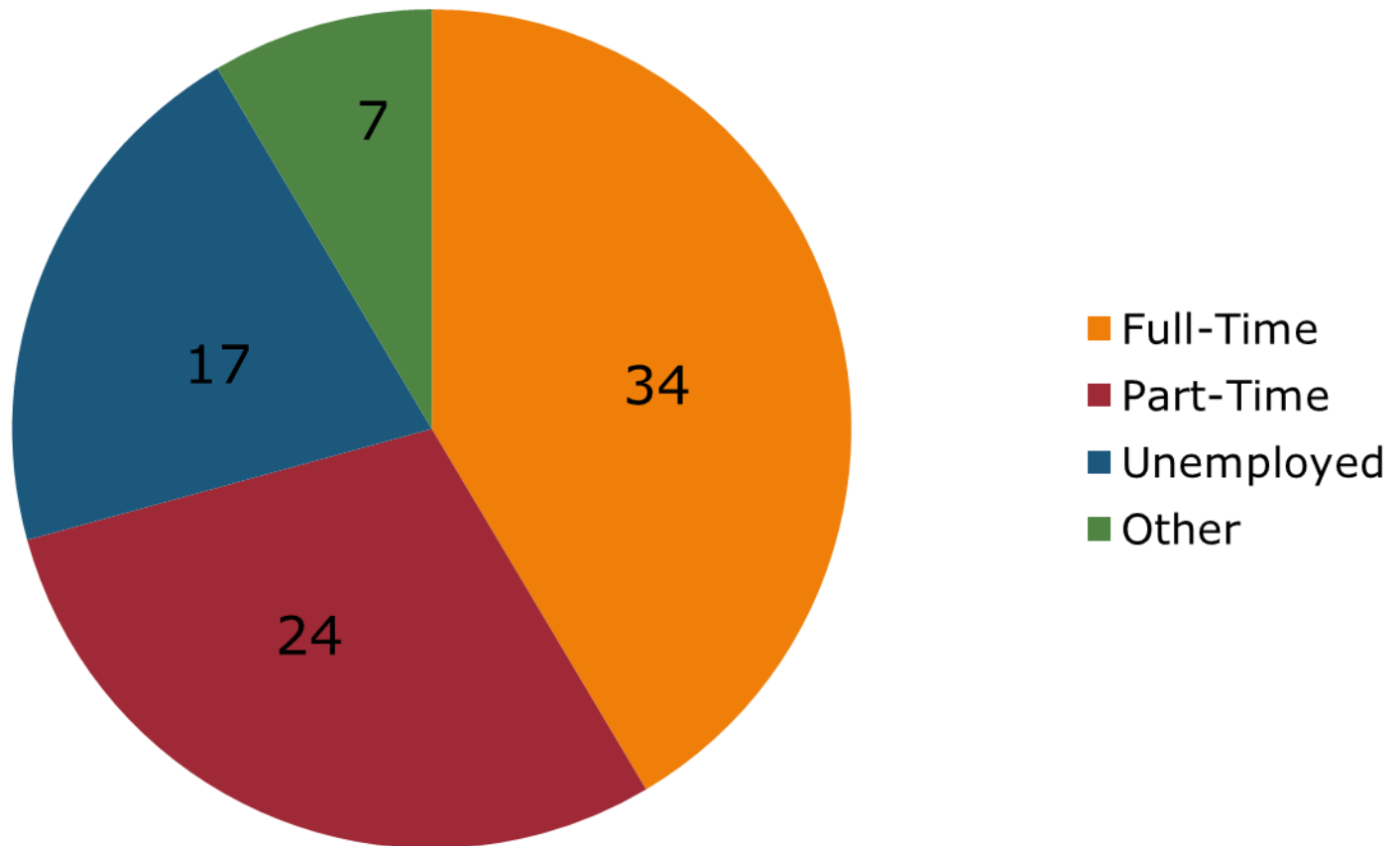


	Blackhawk/ Scattered Sites (494)	Orton Keyes (175)	Fairgrounds Valley (210)
Contact/Case Management	460	375	186
Employment Resources	150	90	45
Job Skills/Clerical Skills Training	42	33	9
Vocational Training	27	0	0
Tutoring	60	21	0
Health Care/GED	50	42	15
College	47	28	15
Reading Classes	5	12	0
Early Childhood/Head Start	7	0	0
Fun Safe Summer	0	0	0
Birth to 3 Program	10	9	0
Other	595	375	195
Community Service	165	81	45

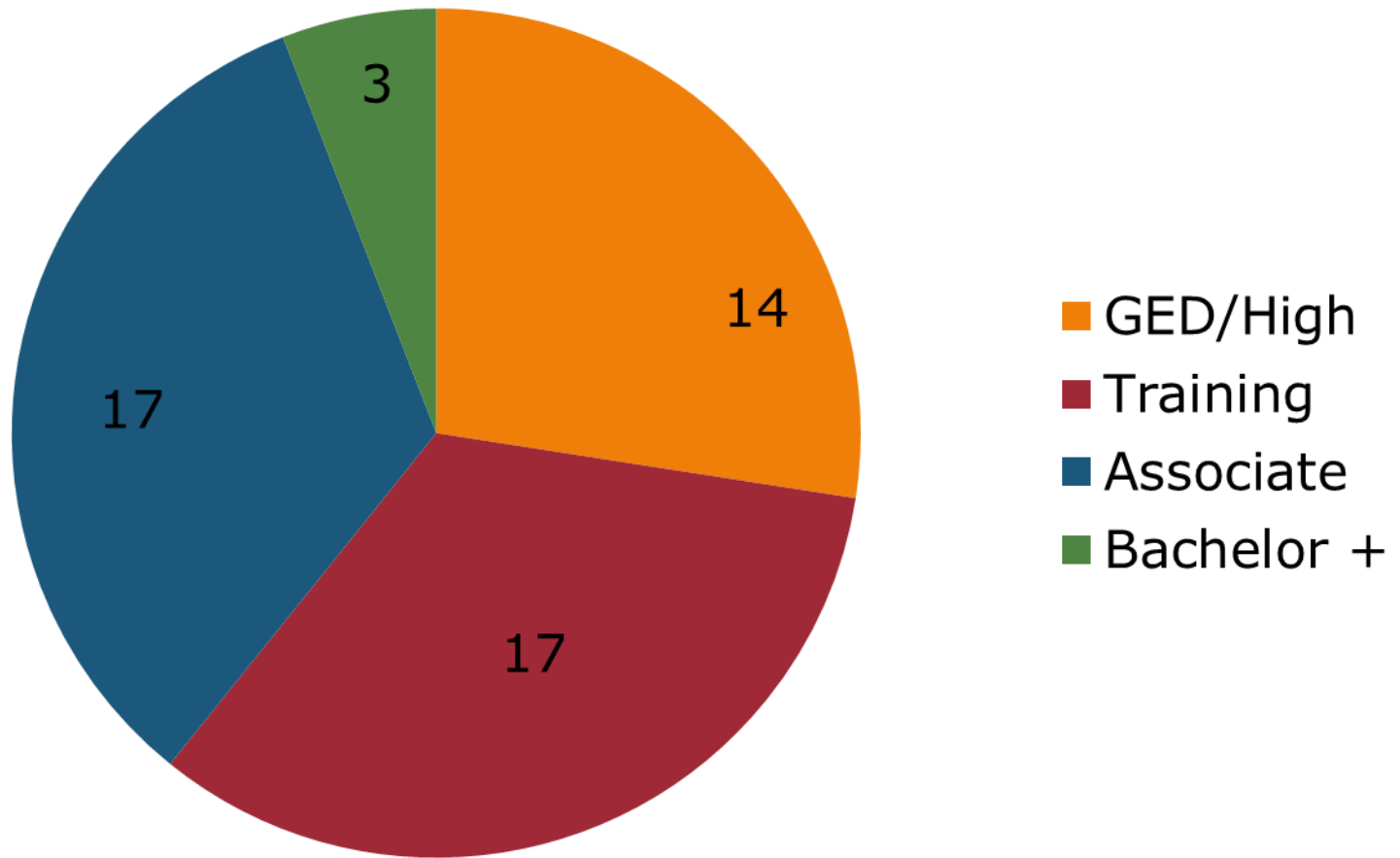
## FSS- HCV & PH- 4/14



## HCV FSS Employment 4/14



## HCV FSS Education Level 4/14



## **Achievements**

- Improved Resident Referral System
- Active Shooter Training Working with the RCPD to finalize partnership
- New reporting format

## **Areas to Improve**

- Brewington and Family Sites
- Build relationships with community
- Attention needed for arrest rates both tenant and non tenant
- Continued improvement to community concerns

**Rockford Housing Authority**

# Public Works Dept.

## PRESENTED BY:

Mark Stockman – Street Superintendent

Tim Holdeman – Water Superintendent

Tyler Nelson – CIP Operations Manager

Jeremy Carter – Traffic Engineer

ABM – Parking Management

# Street & Transportation Division

**Mark Stockman**  
**Street & Transportation Superintendent**

# Public Works - Street & Transportation

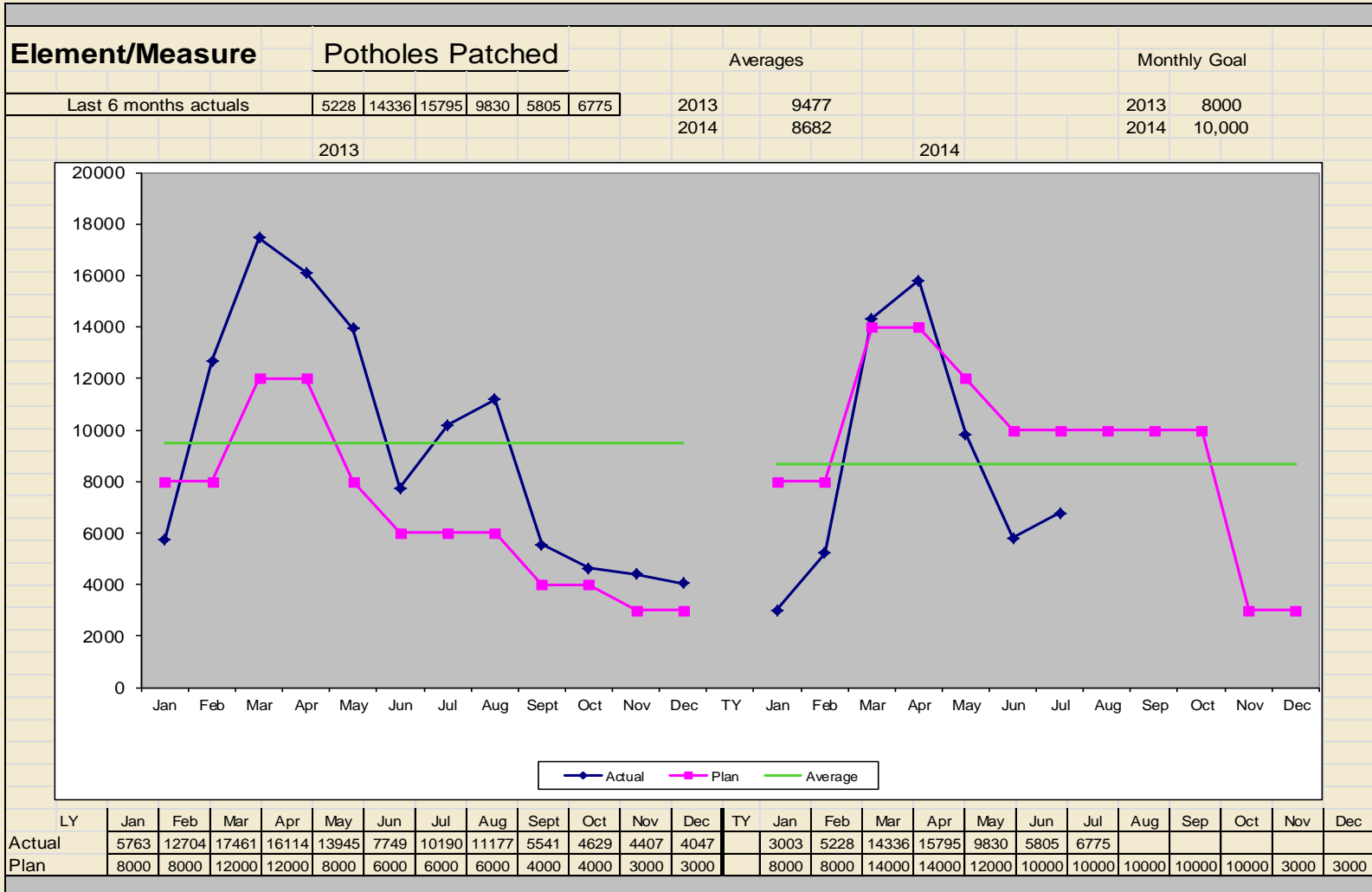
## Scorecard

Monthly Performance			Feb	Mar	Apr	May	Jun	Jul
2014								
Street Operations	Open Pothole Requests	150	163	218	76	182	212	238
	Arterial Pothole Requests - Ave. Days Open	20	21	17	13	23	27	37
	Residential Pothole Requests - Ave. Days Open	50	60	25	19	22	27	37
	# Trees Trimmed	200	173	328	279	232	141	114
	# Trees Removed	120	58	71	70	81	90	107
	# Trees Planted - Monthly Average	140						207
	Open Forestry Requests	400	294	255	245	260	318	348
	Open Forestry Requests - Average Days Open	150	192	187	189	206	163	163
	Total Requests	750	475	902	680	635	582	695
	Total Open Requests	700	568	580	419	514	579	619
Traffic Operations	% of Graffiti Removal Time in ≤ 5 days	95%			90%	100%	98%	100%
	% Signals Repaired Compared to Reported	95%	100%	99%	98%	99%	99%	99%
	% Signals Replaced Compared to Reported	95%	100%	100%	100%	100%	99%	100%
	% of Signal Bulb Outage Response Time in ≤ 24 hrs	95%	97%	97%	100%	100%	97%	95%
	City Street Light Outage Response Time ≤ 5 days	95%	100%	100%	100%	100%	80%	100%
	% Sign Repaired/Replac. to Reported	95%	38%	100%	98%	100%	98%	100%
	Signs Repair/Replac. Response Time ≤ 5 days	95%	100%	99%	100%	100%	100%	99%



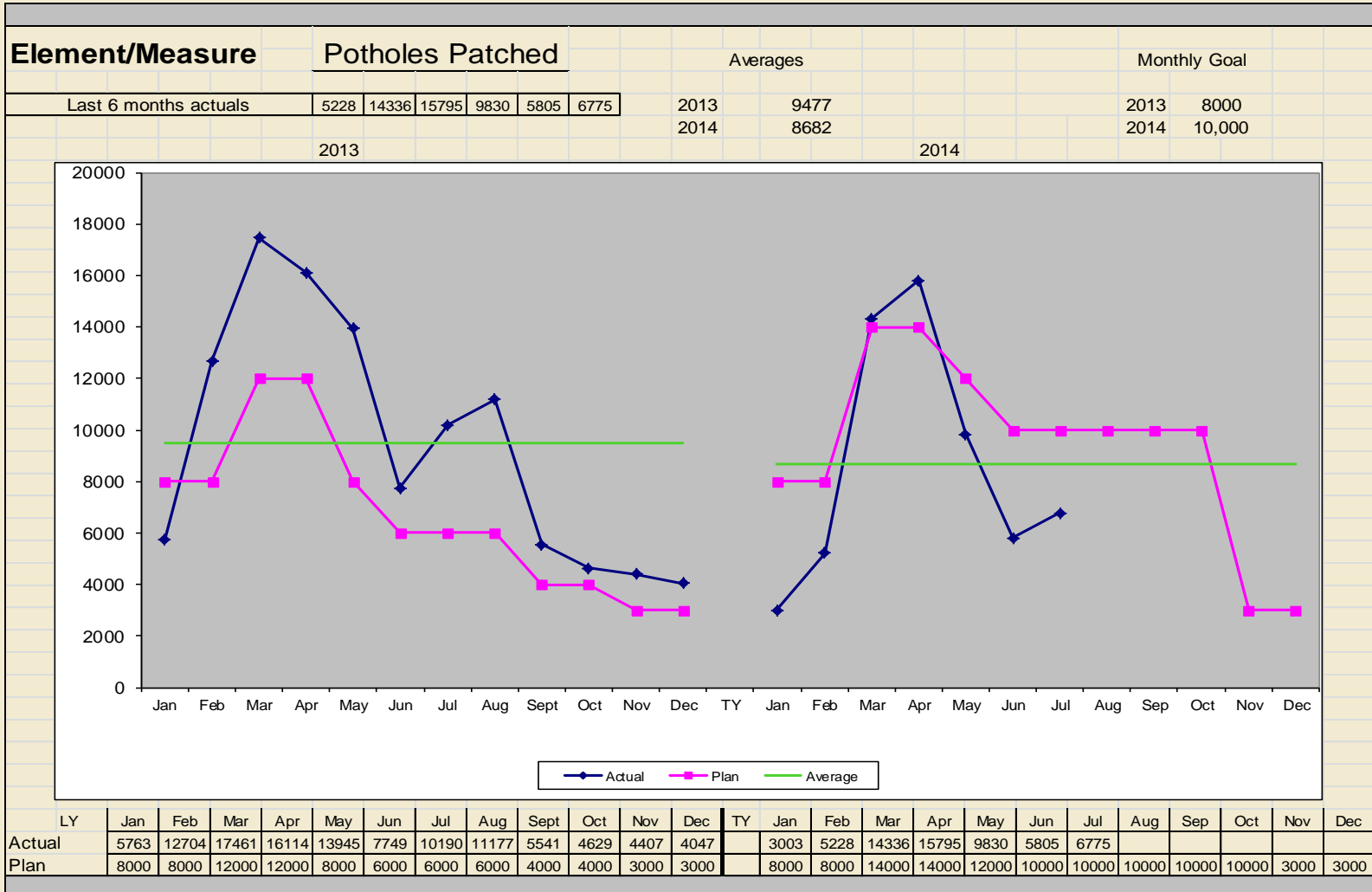
# Street & Forestry

## # Potholes Patched



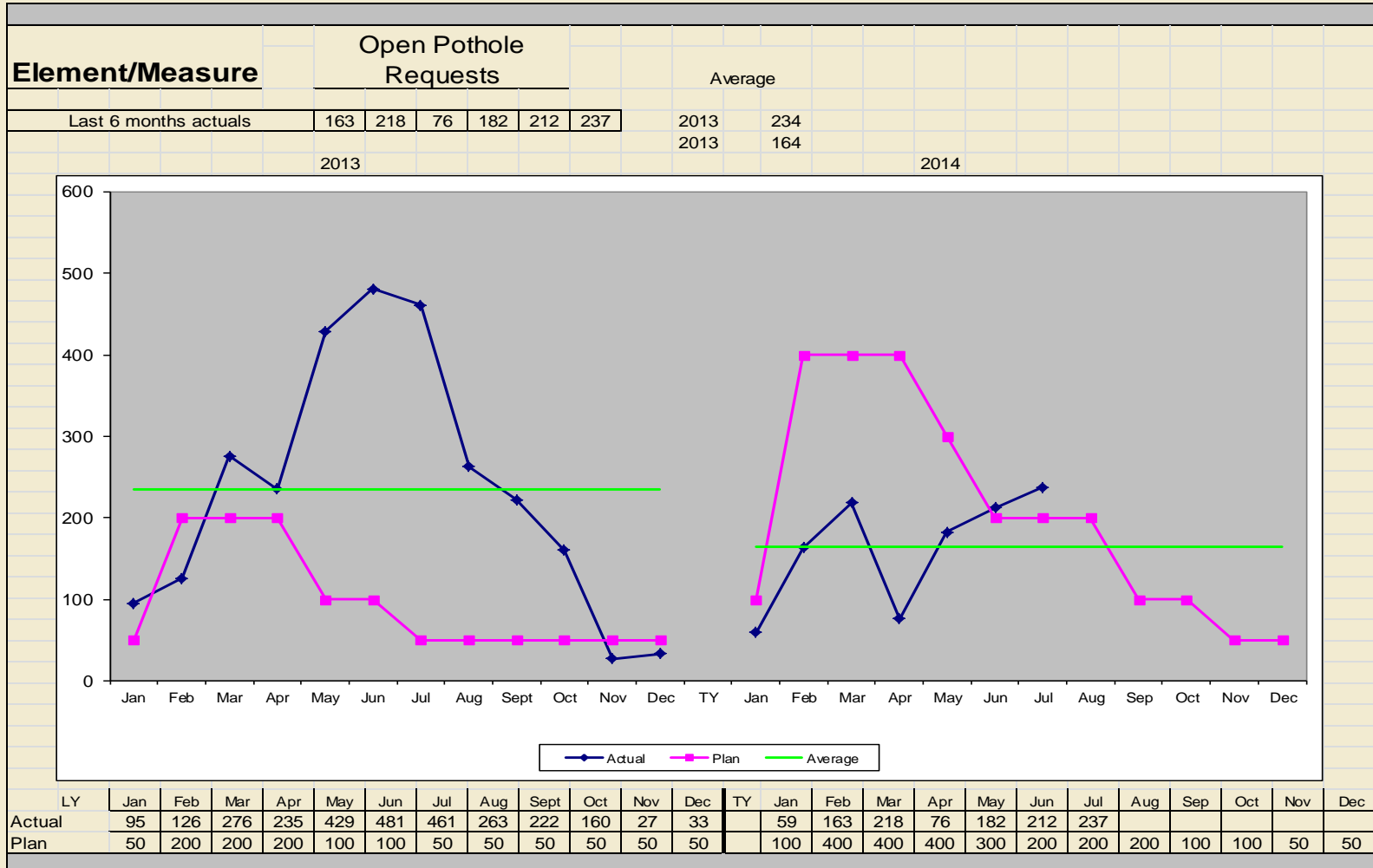
# Street & Forestry

## # Potholes Patched



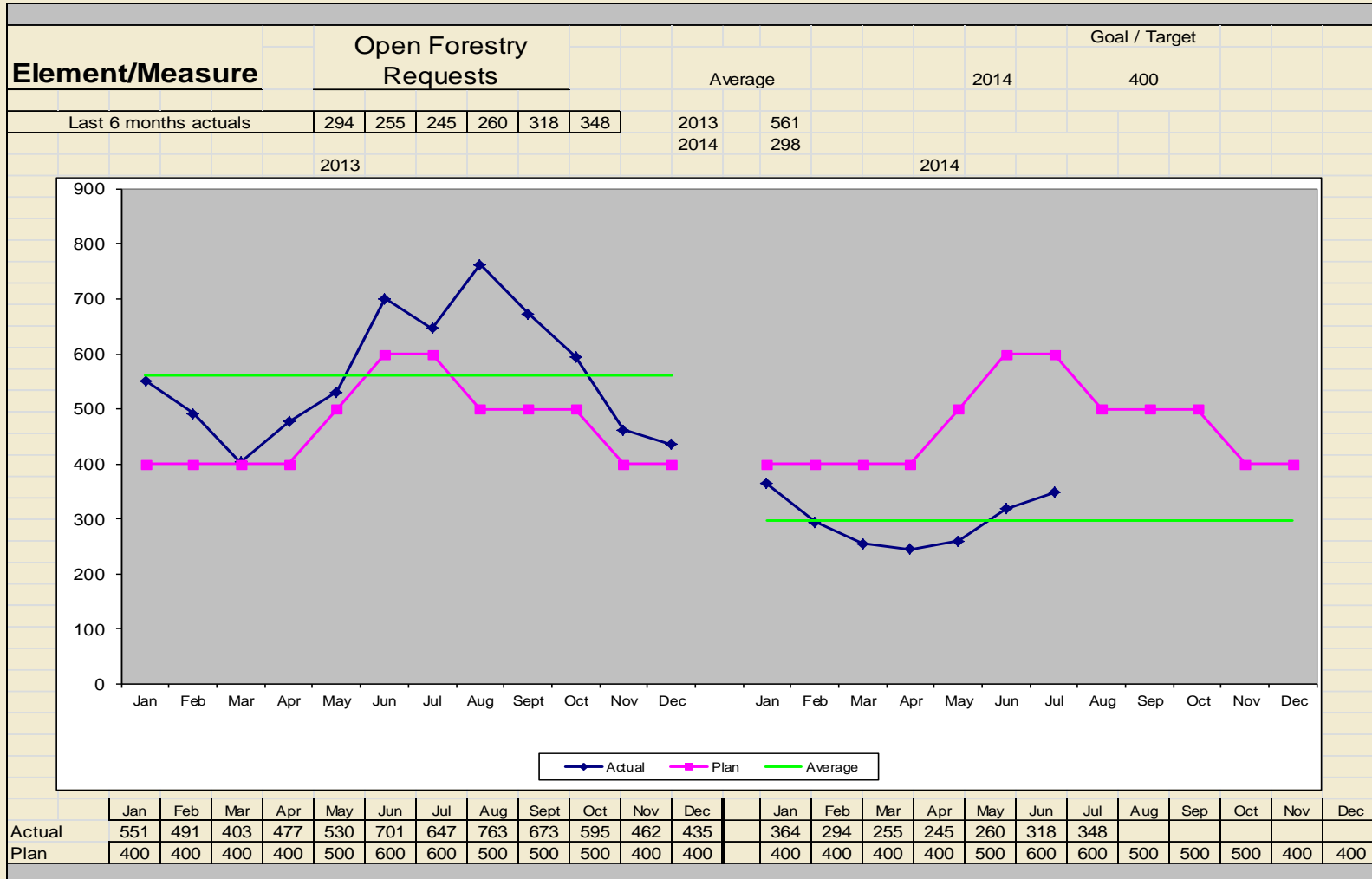
# Street & Forestry

## Unresolved Pothole Requests



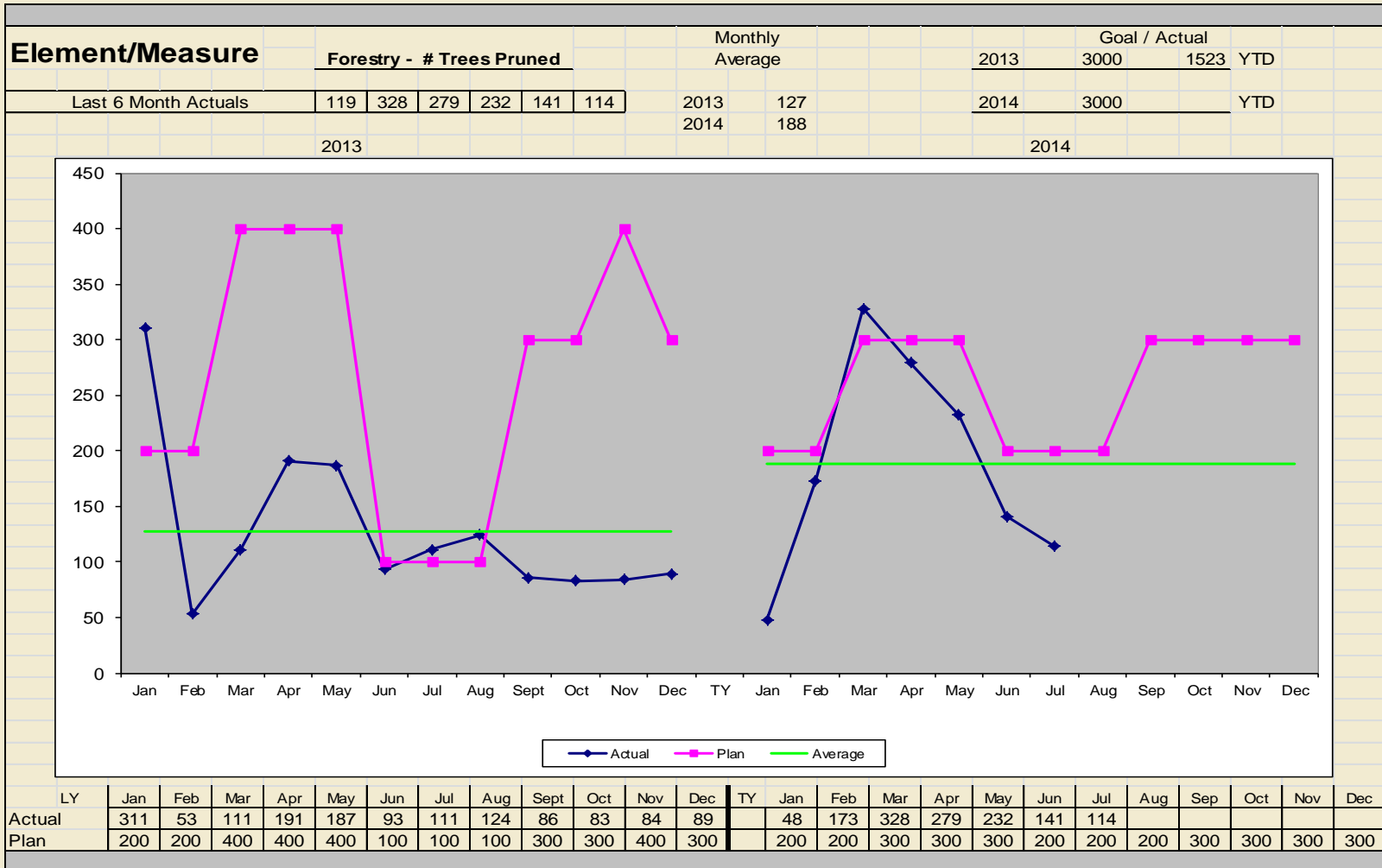
# Street & Forestry

## Unresolved Forestry Requests



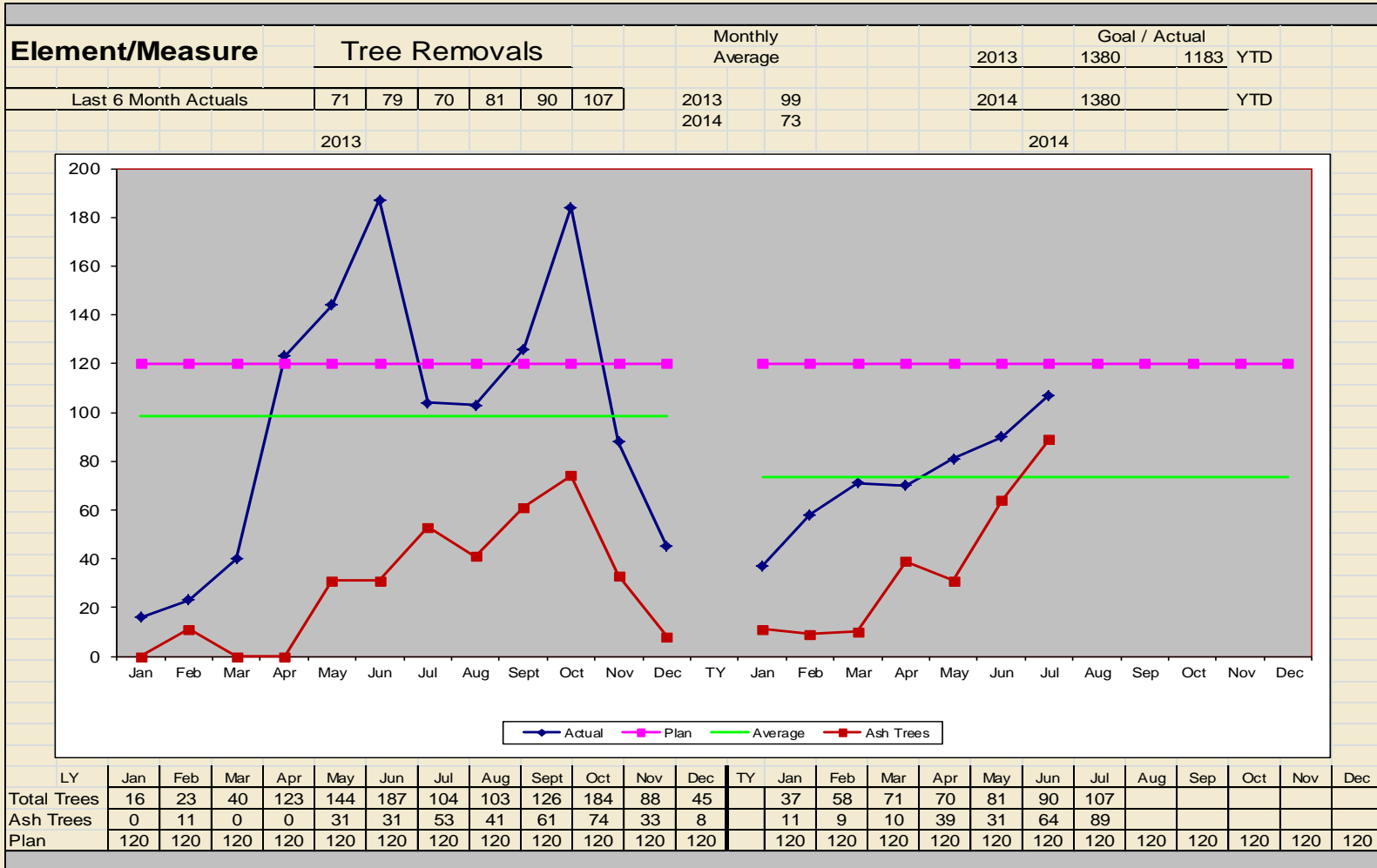
# Street & Forestry

## Tree Pruning



# Street & Forestry

## Tree Removals



# *Street & Transportation*

## **Achievements**

- Planted 207 new trees
- Continued to provide support for community projects
- Have completed all heavy vehicle purchases for 2014.
- All benchmarks met in Traffic & Property sections
- Safety Awards completed
- Salt Purchase

## **Areas for Improvement**

- Creek maintenance
- City paint striping
- Graffiti increased in July by 26 cases
- Winter snow operations preparation.
- Pothole requests

# Water Division

PRESENTED BY:  
Tim Holdeman, Water Superintendent



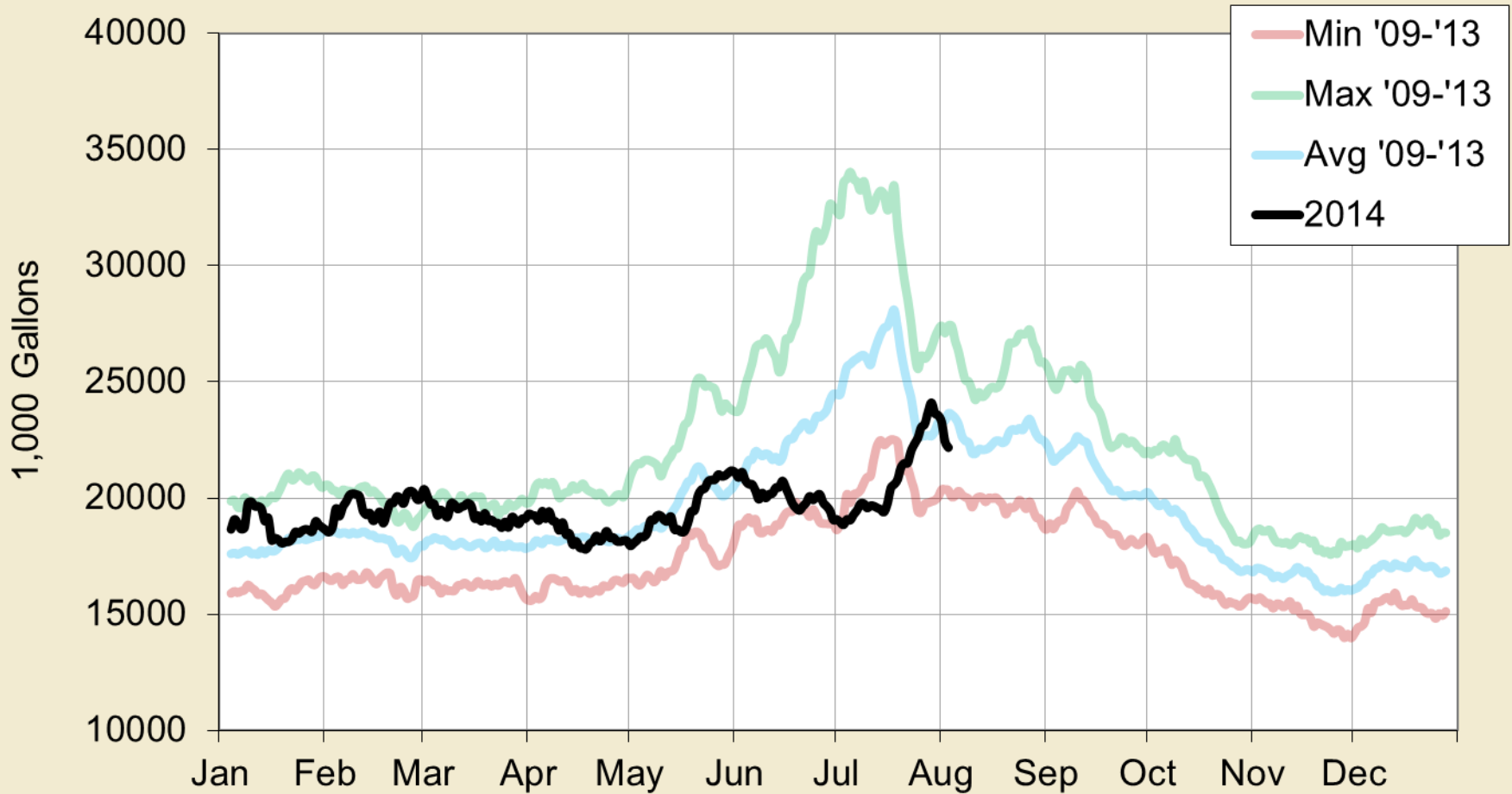
# Public Works – Water Division

## Scorecard

Monthly Performance				Feb	Mar	Apr	May	Jun	Jul
2014									
Water Operations	Distribution	Emergency Repair Time (hours)	2	0.9	0.9	2.1	1.3	2.3	1.5
		% of Total Repairs That Are Planned	80%	53%	72%	91%	93%	84%	83%
		Emergency JULIE Locate Response Time (hrs)	1	0.5	0.5	0.5	0.5	0.5	0.5
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	61	65	50	63	89	89
		# of Winter Backlog Jobs	130	282	344	344	254	2	0
		Water Main Flushed (mi)	20				40	82	101
	Customer Service	Average # of Days to Correct Meter Problem	30	37	12	32	26	27	58
		# of Days for First Available Scheduling	3	0.6	1.5	1.4	0.5	0.6	0.4
		% of Citizens Receiving 1st Choice Scheduling	90%	94%	96%	95%	99%	98%	98%
	Production	% Meeting Demand for Water Pumped	110%	208%	197%	216%	139%	135%	137%
		Service Pressure Excursions	100	24	23	39	36	42	44
		% of Total Maintenance Hrs Available	70%	49%	55%	65%	71%	65%	67%
		# of Water Quality Complaints	5	2	0	0	1	8	1
		% of Total Production from Rehabed Wells	80%	86%	85%	88%	91%	91%	90%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	3.7%	3.7%	3.7%	3.7%	3.9%	4.0%
		Operating Revenue, % of Plan	95%	115%	100%	97%	113%	102%	104%
		Number of New Water Connections	8	2	2	4	3	3	3

# *PUBLIC WORKS / WATER DIVISION*

## Water Demand



# *PUBLIC WORKS / WATER DIVISION*

## **Recent News**

### ***Mainbreak Floods UCLA Campus***



### ***Tap Water Ban in Toledo***



# ***PUBLIC WORKS / WATER DIVISION***

## **American Water Works Association – 2013 Benchmarking Results**

<b>SUMMARY</b>			
<b>PERFORMANCE INDICATOR CATEGORY</b>	<b>Top Quartile</b>	<b>Median</b>	<b>Bottom Quartile</b>
<b>- Organizational Development</b>	2	2	1
<b>- Business Operations</b>	1	5	3
<b>- Customer Service</b>	11	5	2
<b>- Water Operations</b>	6	5	5
<b>TOTAL</b>	20	17	11

# ***PUBLIC WORKS / WATER DIVISION***

## **American Water Works Association – 2013 Benchmarking Results**

	Participant	Water Operations		
Performance Indicator	Rockford Water	Top Quartile	Median	Bottom Quartile
Debt Ratio (total liabilities / total assets)	35%	18%	34%	53%
Return on Assets (net income / total assets)	1.7%	3.1%	2.2%	1.0%
Cash Reserve Days	316	474	265	159
Debt service coverage ratio (net op. inc. / total debt service)	0.87	2.43	1.53	0.83
Operating ratio (O&M costs / total op. revenue)	77%	59%	74%	82%

# *PUBLIC WORKS / WATER DIVISION*

## **American Water Works Association – 2013 Benchmarking Results**

	Participant	Water Operations		
Performance Indicator	Rockford Water	Top Quartile	Median	Bottom Quartile
Water Service Affordability (avg. water bill / median income, %)	0.62%	0.62%	0.79%	1.10%
Energy Consumption Efficiency (kBtu/yr./MG)*	9,192	3,851	6,608	9,506
Operational cost of Water Service (\$/Account)	\$ 374	\$ 330	\$ 396	\$ 557
Operational cost of Water Service (\$/MG)	\$ 2,588	\$ 1,853	\$ 2,425	\$ 3,313
Operational cost of Water Service (\$M/100 miles of pipe)	\$ 2.33	\$ 1.74	\$ 2.46	\$ 3.72

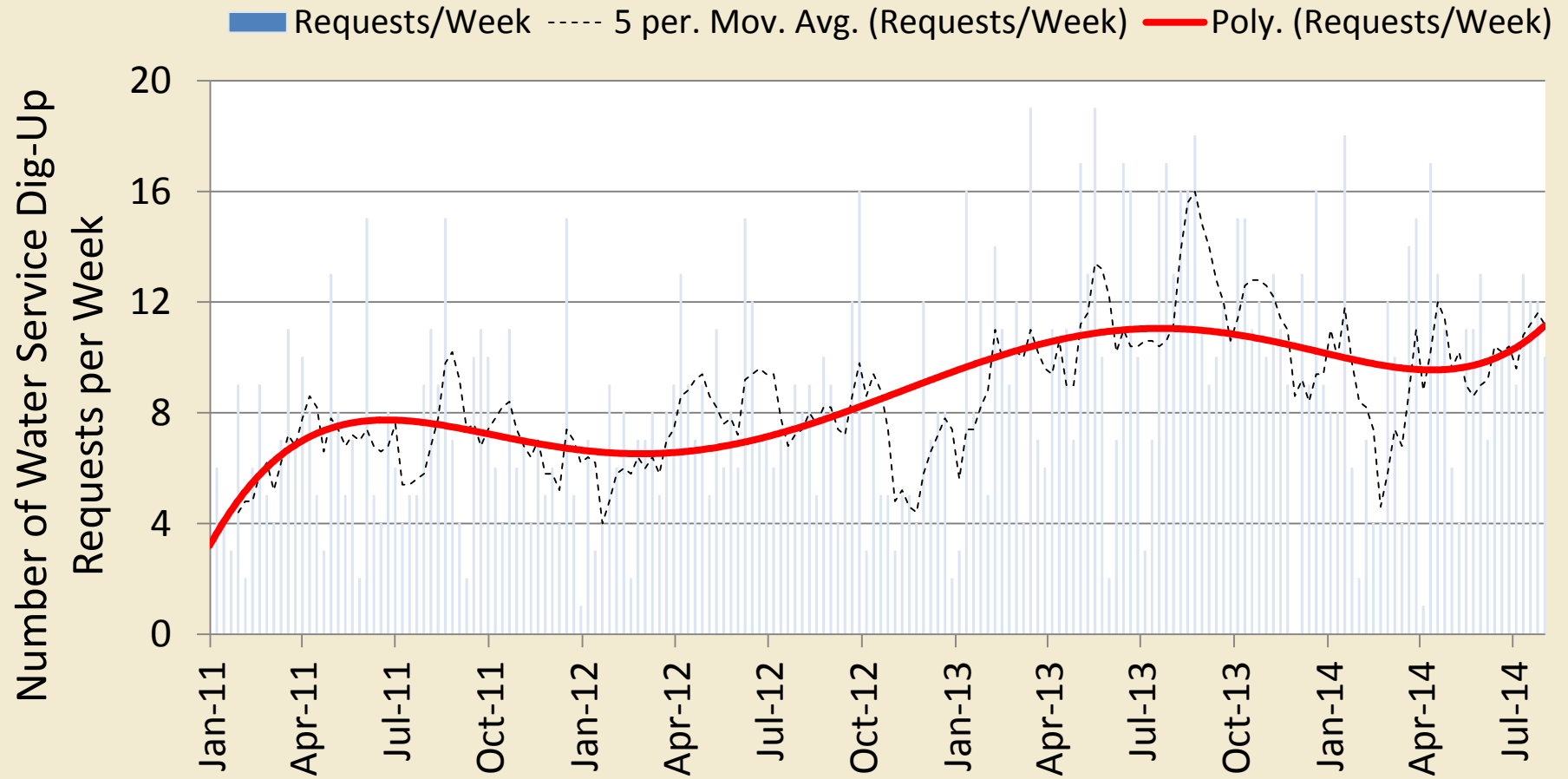
# *PUBLIC WORKS / WATER DIVISION*

## **American Water Works Association – 2013 Benchmarking Results**

	Participant	Water Operations		
Performance Indicator	Rockford Water	Top Quartile	Median	Bottom Quartile
Technical Customer Complaints per 1000 Customers	0.4	1.4	5.9	13.1
System Renewal / Replacement Rate (%): Water Treatment	11.9%	9.1%	1.4%	0.5%
System Renewal / Replacement Rate (%): Water Pipelines	0.9%	2.6%	1.2%	0.6%
Water Distribution System Integrity (breaks / 100 miles of pipe)	8.2	6	14	20
Water Distribution System Integrity (leaks / 100 miles of pipe)	73.3	2	16	28

# *PUBLIC WORKS / WATER DIVISION*

## **Distribution Work Orders**





# *Public Works Department – Water Division*

## Achievements

- Excellent Drinking Water Quality
- Sufficient Water Supply
- Stable Water Service Pressure
- AWWA High-Tech Operator Training Scheduled at Water Training Center
- Completed (Public Works) Personal Protective Equipment Hazard Assessment (OSHA)

## Areas for Improvement

- Wastewater Discharge Violation - Manganese
- Staffing Adjustments in the Distribution Section

# Engineering Division

## PRESENTED BY:

Tyler Nelson – CIP Operations Manager

Jeremy Carter – Traffic Engineer

ABM – Parking Managment

# Public Works – Engineering Division

## Scorecard

Monthly Performance		2014 Monthly Target	Feb	Mar	Apr	May	Jun	Jul
Engineering	# of Site Plans Reviewed	7	2	9	13	8	8	7
	% of Site Plans Reviewed in less than 14 days	95%	100%	100%	100%	87.5%	100%	100%
	# of Development Plans Reviewed	1	0	6	2	4	2	1
	% of Develop. Plans Reviewed in less than 21 days	95%	NA	100%	100%	100%	100%	100%
	# of ROW Permits Issued	100	246	174	212	143	109	136
	% of ROW Permits Issued in 1 day	95%	100%	92.5%	100.0%	100%	100%	99.3%
	# of Driveway Permit Issued	10	0	0	9	11	23	30
	% of Driveway Permits Approved in 1 day	95%	NA	NA	100%	100%	95.6%	100%
	Industrial High Risk Inspections On Site	8	10	10	8	7	9	11
	Erosion Control Inspections On Site	20	5	0	21	37	17	42
	Illicit Discharge Investigations	1	2	3	3	1	1	2
	NPDES Permit Water/Stormwater Samples Taken	2	0	18	12	17	5	0

# *Public Works – Engineering Division*

## **2014 IDOT Projects Update**

### West State Street Reconstruction

- Substantial completion by end of August
- Ribbon cutting ceremony September 3



### South Main Street Reconstruction – Phase 1 & 2

- Substantial completion on Phase 1 end of 2014
- Construction continues on South Main Phase 2 (Pond St. to Cedar St. ) in 2015. Traffic will be switched to the new pavement in 2 weeks



### East State Street Resurfacing

- Work continues at night on adjustments, traffic signal loops, paving & striping
- Substantial completion by end of August

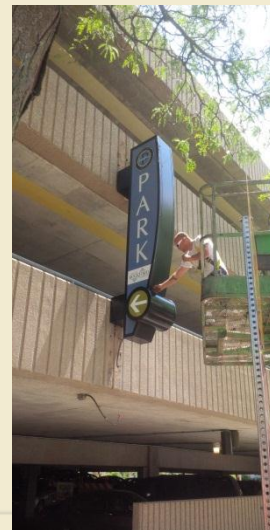
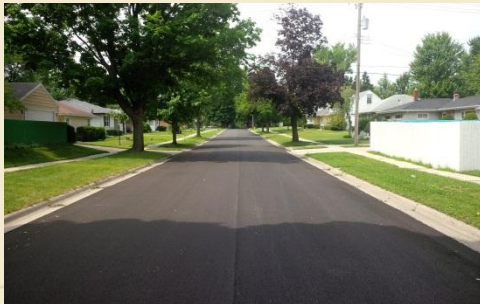


# *Public Works – Engineering Division*

## **2014 Engineering Division Projects Update**

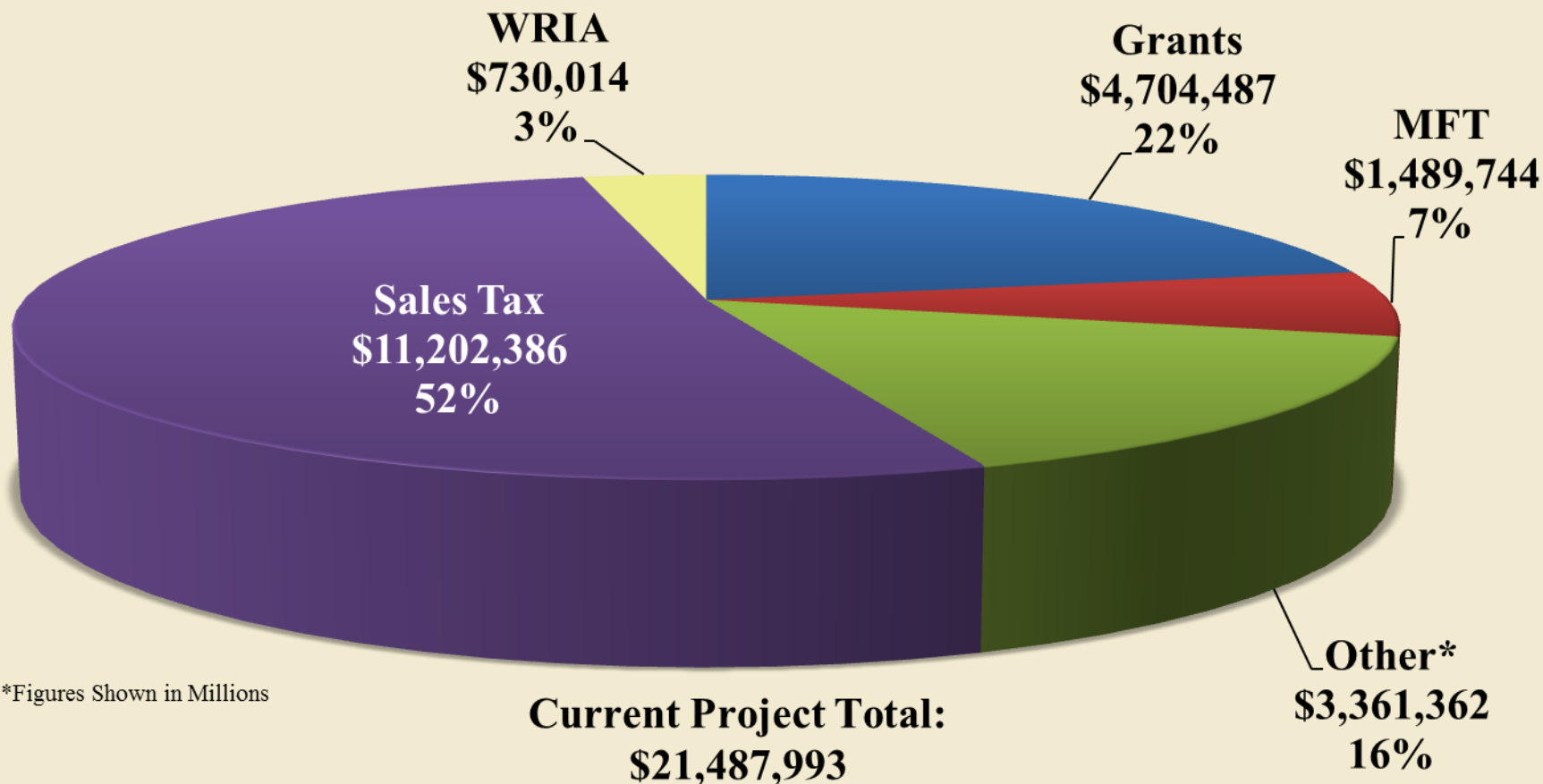
Total of 42 projects bid by the Engineering Division to-date in 2014

- Neighborhood Program: 4 projects
- Arterial/Collector Program: 4 projects
- Bridge Program: 2 projects, 1 completed
- Multi-Use Path/Arterial Sidewalk Program: 2 projects
- Sidewalk & ADA Repair Program: 11 projects
- Water Improvement/Repair Program: 6 projects
- Maintenance Program: 4 projects
- Demolitions: 7 projects
- Parking: 1 project
- Lighting: 1 project



# *Public Works – Engineering Division*

## **2014 Engineering Division Construction Projects**



\*\*Figures Shown in Millions

\*Other: Bond Proceeds, IDOT Funds, Parking Fund, Water Ops, Street Division Operating Funds



# *Public Works – Engineering Division*

## **2014 & 2015 Improvements – Moving Projects Forward**

### South Alpine Road Culvert over Keith Creek

- As a result of 2013 bridge inspections, culvert has been load posted since spring, hampering a major truck route through the City
- We have fast-tracked a design project and have had dialogue with IDOT in order to secure funding to reconstruct the culvert in 2015



### Sandy Hollow Road “Diet” – 20<sup>th</sup> St. to Alpine Rd.

- Project is being funded by a FHWA Highway Safety Improvement Program grant
- Design continues for 2015 construction, project will result in a 3-lane section with center turn lane



### Illinois Railway River Bridge Conversion

- ITEP grant was awarded in May 2014 for conversion of bridge to a pedestrian path
- Will connect Morgan Street to Davis Park

# *Public Works – Engineering Division*

## **2014 CIP Construction Projects – Achievements**

### Commercial Street Repairs Project

- Resurfacing/reconstruction of 14 streets in our E. State St. retail corridor
- Work completed at night to minimize disruption to businesses in the area
- Completed 3 weeks ahead of schedule and under budget





# *Public Works – Engineering Division*

## **2014 CIP Construction Projects – Achievements**

### **Seminary St. – Blackhawk Park Ave. Project**

- 50% funded by IDOT Economic Development Program grant to improve access to businesses and restore failed pavements in our industrial core
- Seminary St. was completed in 2013, additional block was resurfaced in 2014 (to 18<sup>th</sup> Ave.)
- Project scope was revised to allow full reconstruction on Blackhawk Park Ave. in 2014



Blackhawk Park Ave. & Seminary St.

# *Public Works – Engineering*

## **Achievements**

- All major road projects were out to bid by early August
- Airport Drive & Falcon Road Improvement Project bid opening is August 19
- Collaboration of CIP projects with water, stormwater, & economic development needs

# *Public Works – Engineering*

## **Areas of Improvement**

- Advertise for bidding remaining projects for 2014
- Manage construction projects such that substantial completion is reached on or before November 1
- Continue formulating list of arterial & collector streets to be improved through the CIP in 2015
- Begin making plans for 2015 construction season projects

# *Public Works - Parking*

## **2014 2<sup>nd</sup> Quarter Revenue Review**

<b>Name</b>	<b>Description</b>	<b>Space</b>	<b>Permits</b>	<b>Trans</b>	<b>Permits</b>	<b>Ticketing</b>	<b>Adjust</b>	<b>Validation</b>	<b>Misc Rev</b>	<b>14 2nd Qtr Total</b>
Church-South	Concourse	843	343	\$37,862	\$35,558	\$40	\$2,572	\$18,665	\$25	\$94,722
Wyman-South	Wyman & Elm Deck	319	235	\$12,609	\$40,805	\$330	-\$1,907	\$0	\$0	\$51,837
State-West	State & Main (Metro)	297	297	\$8,246	\$36,909	\$0	-\$350	\$0	\$25	\$44,830
Main-North	Pioneer Deck (Upper)	763	275	\$16,236	\$16,005	\$0	\$621	\$0	\$0	\$32,862
State-East	Water Deck	96	18	\$1,862	\$2,744	\$320	\$0	\$0	\$0	\$4,926
Parking Lots		2083	388	\$0	\$57,324	\$22,824	\$2,320	\$0	\$0	\$82,468
On Street		3550	0	\$0	\$0	\$86,906	-\$815	\$0	\$0	\$86,090
	Totals	7951	1556	\$76,815	\$189,345	\$110,420	\$2,441	\$18,665	\$50	\$397,735

# *Public Works - Parking*

## **Revenue Review - Comparison**

Name	Description	14 2nd Qtr Total	13 2nd Qtr Total	2014 Year to Date
Church-South	Concourse	\$94,722	\$42,297	\$167,428
Wyman-South	Wyman & Elm Deck	\$51,837	\$29,768	\$109,468
State-West	State & Main (Metro)	\$44,830	\$31,354	\$99,309
Main-North	Pioneer Deck (Upper)	\$32,862	\$24,215	\$69,133
State-East	Water Deck	\$4,926	\$6,430	\$9,799
Parking Lots		\$82,468	\$31,214	\$133,469
On Street		\$86,090	\$92,126	\$220,619
	Totals	\$397,735	\$257,404	\$809,225

# *Public Works - Parking*

## **Ticketing Review**

Citations by Group				
Month	ABM	Police	Snow	Total
Apr	1089	182	0	1271
May	884	148	0	1032
June	869	143	0	1012
Total	2842	473	0	3315

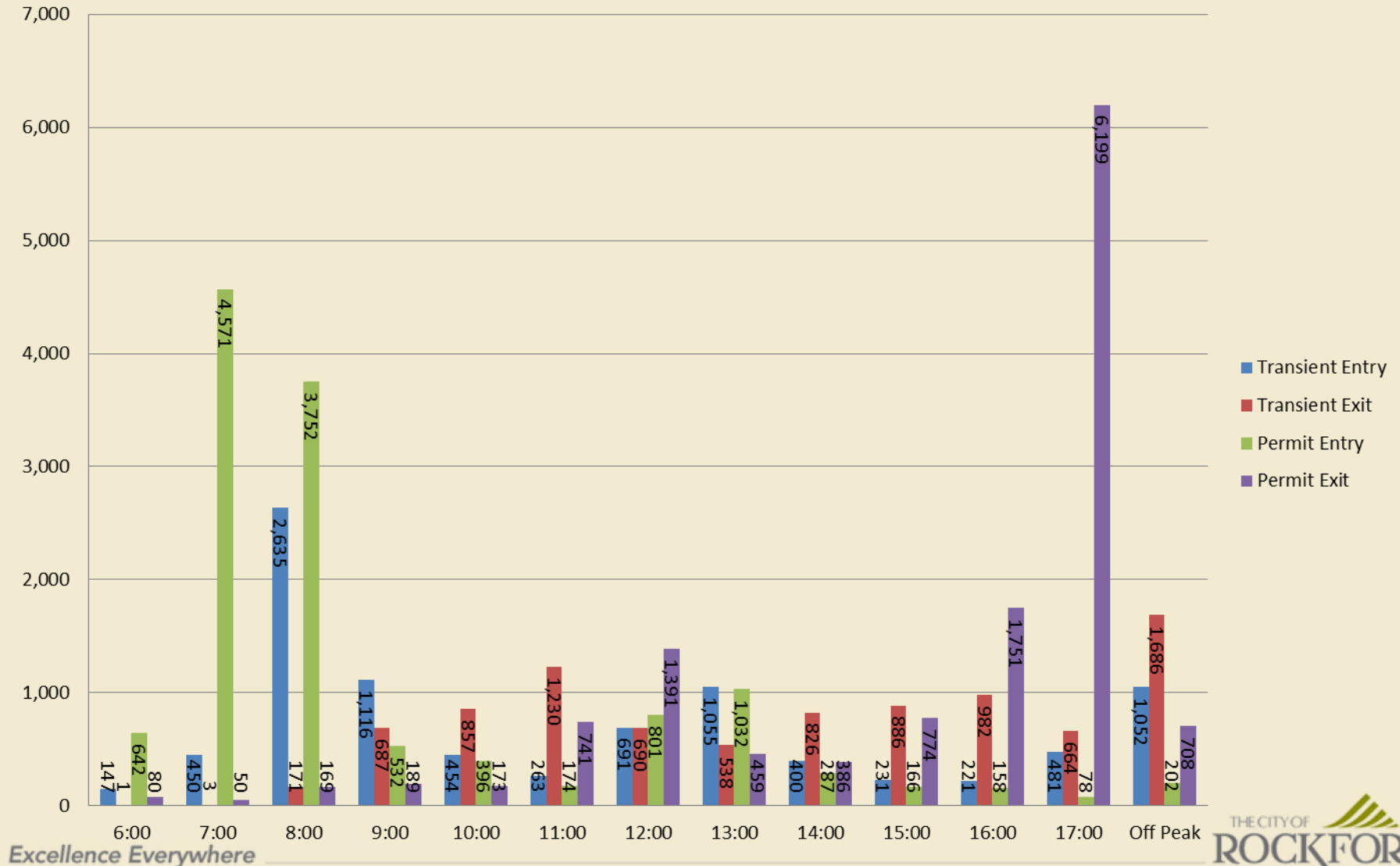
# *Public Works - Parking*

## **Ticketing Review**

	2nd Quarter 2014		2nd Quarter 2013	
Violation Types	Tickets	\$Amount	Tickets	\$Amount
Time Limits	1495	\$29,900	2043	\$40,860
Handicap Stall	155	\$38,750	90	\$22,500
Fire Lane	189	\$18,900	55	\$5,500
Others	1480	\$66,380	1251	\$25,020
Total	3319	\$153,930	3439	\$93,880
Citations Paid	\$110,419		\$107,497	

# *Public Works - Parking*

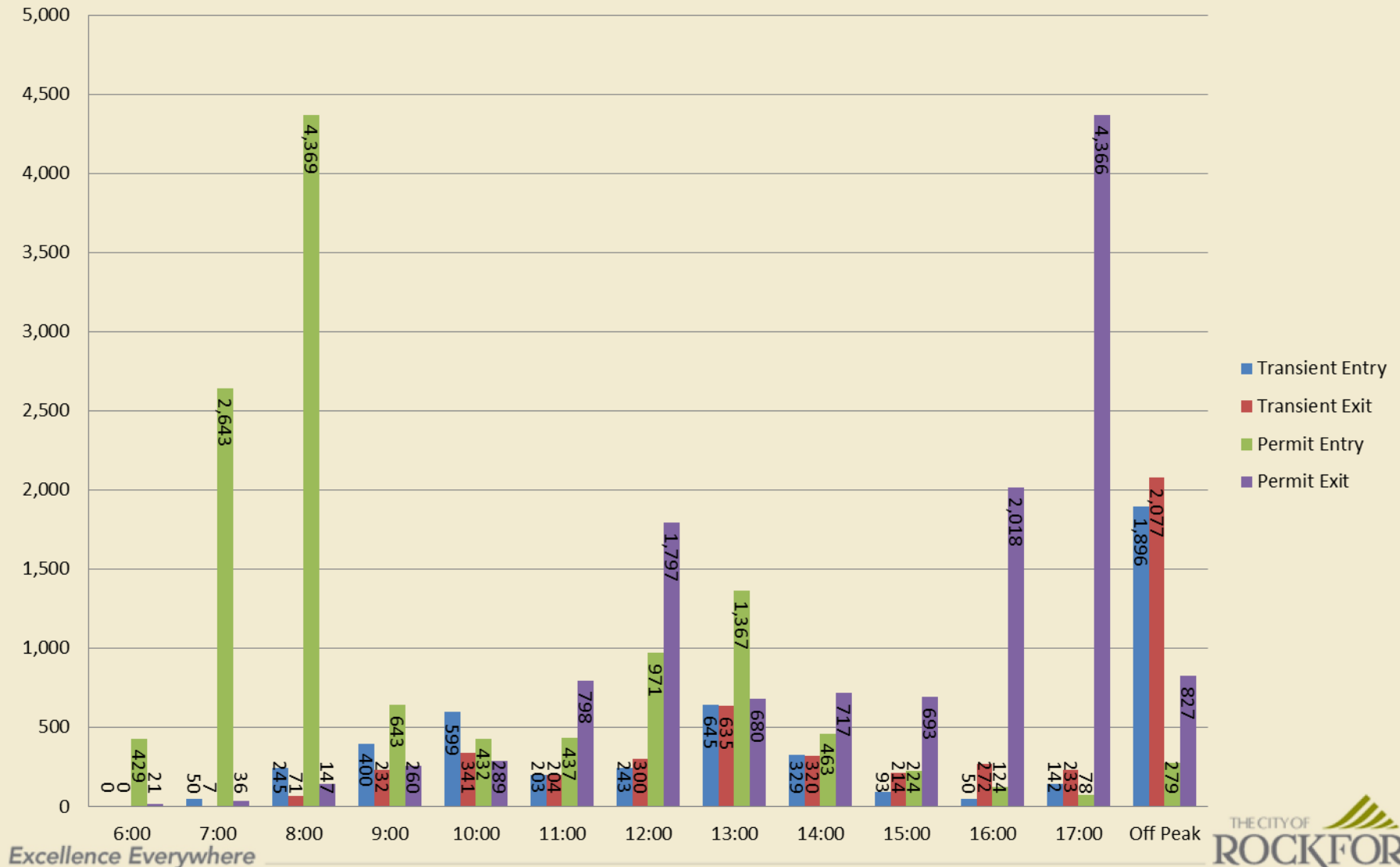
## **Church South – Entry / Exit Comparison**





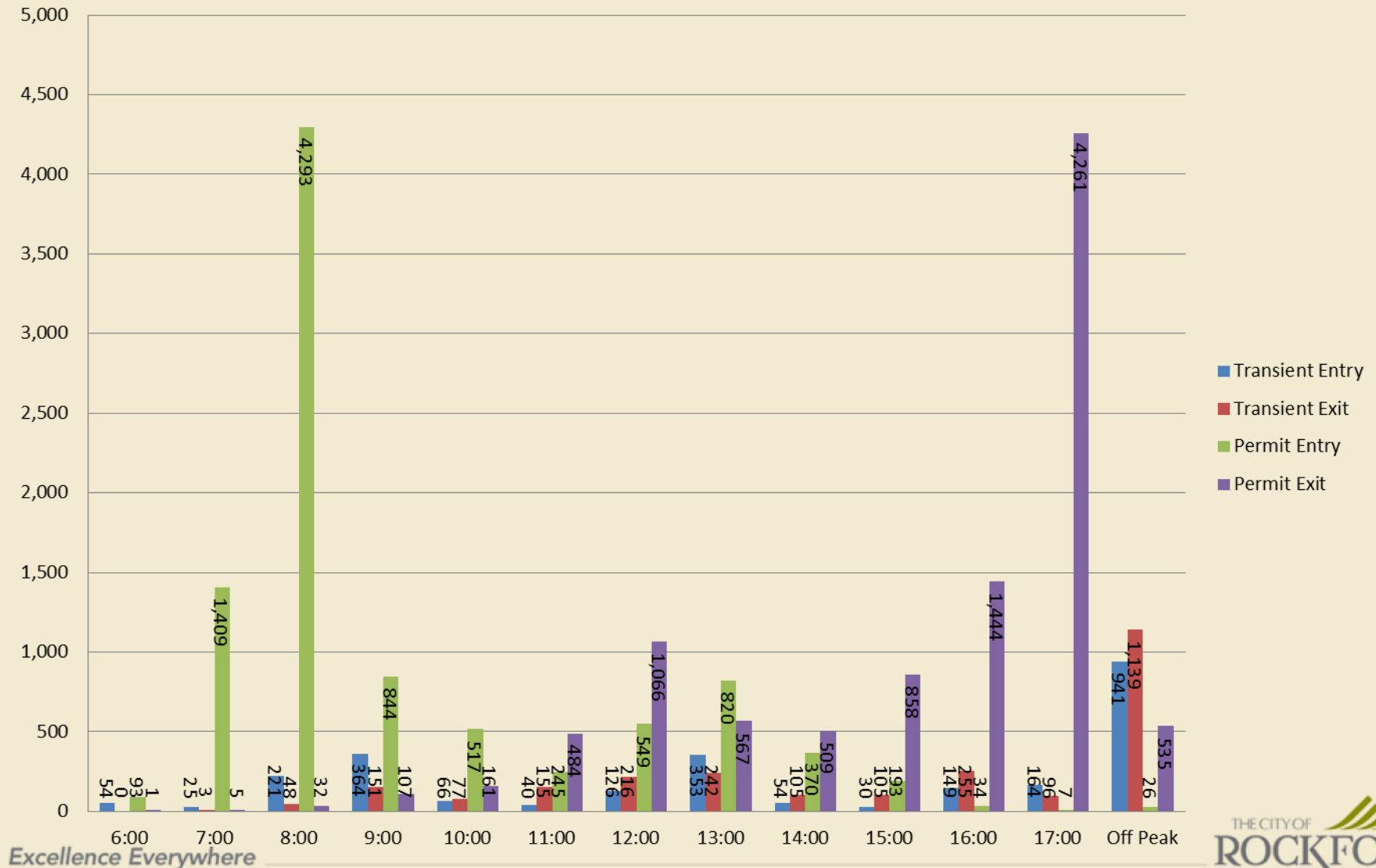
# Public Works - Parking

## Main North– Entry / Exit Comparison



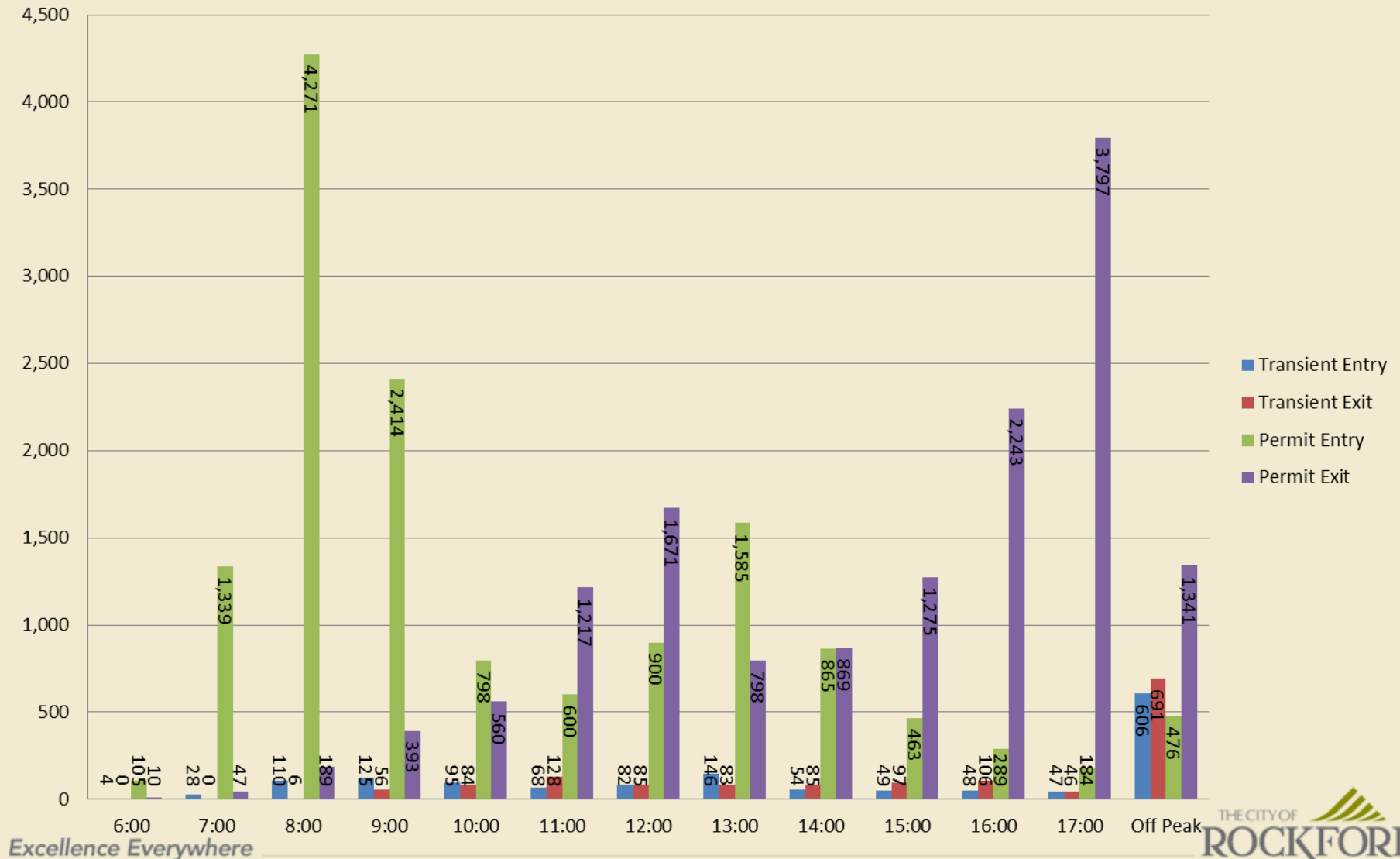
# Public Works - Parking

## Wyman South – Entry / Exit Comparison



# Public Works - Parking

## State West- Entry / Exit Comparison



# Rockford Fire Department

PRESENTED BY:  
Chief Derek Bergsten

# *Rockford Fire Department*

## Dashboard

Measure	2013 YTD Benchmark	2014 YTD Actual
EMS & Search and Rescue Incidents	11,467	11,891
Total Fires	436	364
Structure Fire Incidents (Residential)	149	122
Structure Fire Incidents (Commercial)	29	26
Vehicle Fire Incidents	61	56
Outside Fire Incidents	67	60
Open Burning Incidents	130	100
Inspections	3,332	2,548
Arsons	47	38
Public Education Activities (# of Persons)	3,087	9,890
911 Calls	68,994	66,089

# *Rockford Fire Department*

## **All Incidents by Type**

<b>Incident Type</b>	<b>2013 YTD</b>	<b>2014 YTD</b>	<b>% Change</b>	<b>Diff</b>	
Fire	436	364	-16.51%	-72	↓
EMS & Search and Rescue	11,467	11,891	3.70%	424	↑
Hazardous Condition	329	286	-13.07%	-43	↓
Service/Good Intent Call	1,134	1,317	16.14%	183	↑
False Alarm & False Call	813	1,070	31.61%	257	↑
Other Incident Type	49	31	-36.73%	-18	↓
<b>Total</b>	<b>14,228</b>	<b>14,959</b>	<b>5.14%</b>	<b>731</b>	<b>↑</b>

# *Rockford Fire Department*

## EMS and Search & Rescue Incidents by Type

Type	2013 YTD	2014 YTD	% Change	Diff	
General	10,857	11,229	3.43%	372	↑
MVA	539	594	10.20%	55	↑
Rescue	71	68	-4.23%	-3	↓
YTD Total	11,467	11,891	3.70%	424	↑

# Rockford Fire Department

## Patients

2014 YTD Patient Contacts		
General Sickness	3,720	33.82%
Traumatic Injury	1,946	17.69%
Cardiac	935	8.50%
Drugs & Alcohol	922	8.38%
Respiratory	769	6.99%
Gastrointestinal	596	5.42%
Mental/Psychiatric Issues	409	3.72%
Seizure	365	3.32%
No Complaint	358	3.26%
Diabetic	258	2.35%
Syncope/Fainting	221	2.01%
Women/OB	167	1.52%
Stroke/CVA	109	0.99%
Hypertension	75	0.68%
Allergic Reaction	55	0.50%
Obvious Death	33	0.30%
Hyperthermia/Hypothermia/Shock	29	0.26%
Airway Obstruction	21	0.19%
Other	10	0.09%
<b>Total Patient Contacts</b>	<b>10,998</b>	



# Rockford Fire Department

## Fire Incidents by Type

Type	2013 YTD	2014 YTD	% Change	Diff	
Structure (Residential)	149	122	-18.12%	-27	↓
Structure (Commercial)	29	26	-10.34%	-3	↓
Vehicle	61	56	-8.20%	-5	↓
Outside	67	60	-10.45%	-7	↓
Open Burning	130	100	-23.08%	-30	↓
<b>Total</b>	<b>436</b>	<b>364</b>	<b>-16.51%</b>	<b>-72</b>	↓

# *Rockford Fire Department*

## **911**

Calls to the 911 Center				
Type of Call	2013 YTD	2014 YTD	% Change	Diff
911 Line	68,994	66,089	-4.21%	-2,905
Non-Emergency Line	59,695	61,307	2.70%	1,612
Total	128,689	127,396	-1.00%	-1,293

# *Rockford Fire Department*

## 911

911 Call Answer Time 2014 YTD		
Seconds	# of Calls	% of Total
<=10 (Compliant)	57,488	<b>86.99%</b>
11-15	4,814	7.28%
16-30	3,343	5.06%
31-60	434	0.66%
>60	10	0.02%
<b>Total</b>	<b>66,089</b>	

Goal = 90% of calls answered in 10 seconds or less

Current = 86.99% of calls answered in 10 seconds or less

# *Rockford Fire Department*

## **911**

### **Past Quality Assurance Process**

- Through the 2<sup>nd</sup> quarter of 2014 – our QA consists of reviewing 2 phone calls per Telecommunicator per quarter. Each Telecommunicator reviews calls chosen randomly by their Shift Supervisor, completes the 10 point self-assessment review, and then reviews their ratings and comments with the Shift Supervisor. These are on file as a permanent part of their training file and documented in Firehouse (Fire Department records management system)
- $38 \text{ TC's} \times 2 \text{ hours/review} = 76 \text{ hrs/quarter} = 304 \text{ hrs/year}$

# *Rockford Fire Department*

## **911**

### **New Quality Assurance Process**

- Review 7-10% of medical by APCO standard (which equates to 3-5 calls per month per employee by current call volume) and in addition, 2- 4 fire/police calls for each Telecommunicator per month. This program is in accordance with our new Emergency Medical Dispatch protocol or APCO guidelines/recommendations. The following are the approximate hours that will be logged in Firehouse for time spent on this QA process:
- 38 hrs/month = 228 hrs/quarter = 912 hrs/year (inclusive of all calls reviewed)

# *Rockford Fire Department*

## Ambulances

2014 YTD			
Amb	Runs	Percentage	Avg Per Day
RC15	1,408	10.65%	6.64
RC16	2,132	16.13%	10.06
RC26	2,070	15.66%	9.76
RC27	2016	15.25%	9.51
RC28	1,756	13.28%	8.28
RC29	2,165	16.38%	10.21
RC40	1,477	11.17%	6.97
<b>Total</b>	<b>13,024</b>		61.43
Reserves	<b>1</b>		
Privates	<b>194</b>	1.47%	0.92
<b>Total</b>	<b>13,219</b>		62.35

2012 (prior to addition of 2 ambulances)			
Amb	Runs	Percentage	Avg Per Day
RC12	3,226	14.84%	8.81
RC16	3,816	17.55%	10.43
RC27	4,615	21.22%	12.61
RC28	4,054	18.64%	11.08
RC29	4,746	21.83%	12.97
<b>Total</b>	<b>20,457</b>		55.89
Reserves	<b>129</b>	0.59%	0.35
Privates	<b>1,159</b>	5.33%	3.17
<b>Total</b>	<b>21,745</b>		59.41

# *Rockford Fire Department*

## **Ambulances**

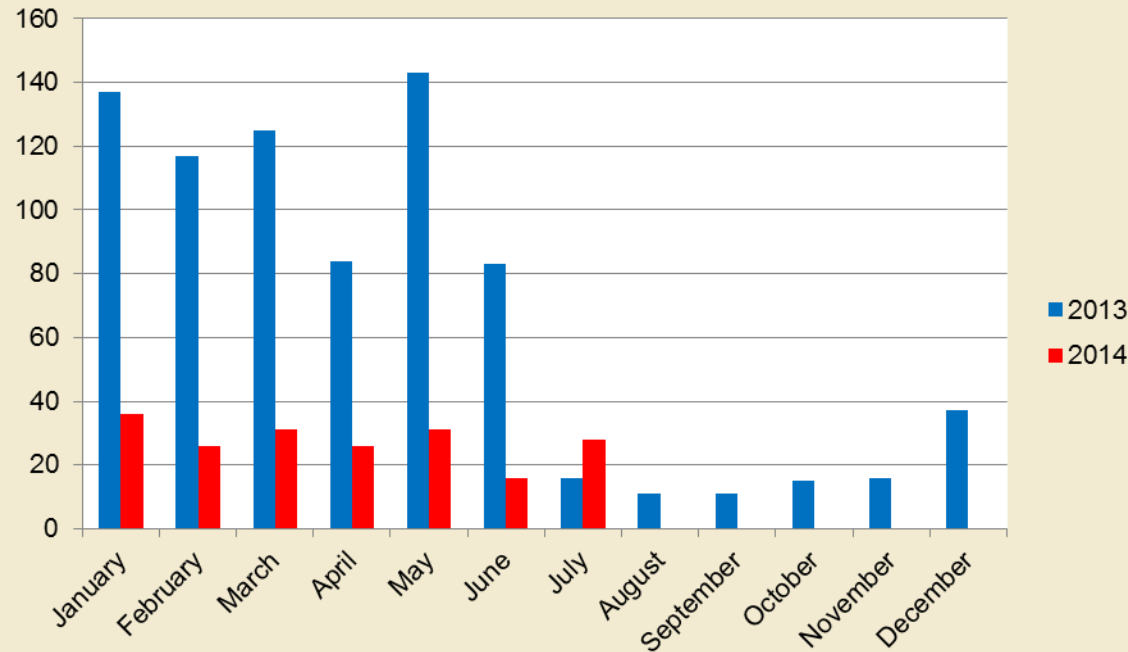
<b>All Ambulances (Includes Privates)</b>	
<b>Date Range</b>	<b>90th Percentile Travel Time</b>
January-July 2013	8:24
January-July 2014	7:42

<b>Rockford Ambulances Only</b>	
<b>Date Range</b>	<b>90th Percentile Travel Time</b>
January-July 2013	8:05
January-July 2014	7:34

# Rockford Fire Department

## Private Ambulance Responses

Month	2013	2014	% Change
January	137	36	-73.72%
February	117	26	-77.78%
March	125	31	-75.20%
April	84	26	-69.05%
May	143	31	-78.32%
June	83	16	-80.72%
July	16	28	75.00%
August	11		
September	11		
October	15		
November	16		
December	37		
<b>YTD Total</b>	<b>705</b>	<b>194</b>	<b>-72.48%</b>
<b>Year Total</b>	<b>795</b>		





# *Rockford Fire Department*

## **QRV Program**

90th Percentile Times			
	Ladder 1 (2011)	Rescue 1 (2014 YTD)	CPSE Standard
Travel Time	3:31	3:10	5:12

90th Percentile Times			
	Ladder 2 (2011)	Rescue 2 (2014 YTD)	CPSE Standard
Travel Time	3:34	3:16	5:12

2014 YTD Responses	
Rescue 1	889
Rescue 2	748

# *Rockford Fire Department*

## **Achievements**

- Received a grant from the Assistance to Firefighters Grant Program for \$247,710. This will provide fire sprinkler systems in 4 fire stations (4, 6, 9, 11). Currently Stations 2, 5, 7, and headquarters have them and Station 3 is being constructed with them. Stations 1, 8, 10, and the maintenance facility do not have sprinkler systems.
- Completed PowerDMS training for our personnel with the help of Julie Smith from HR
- Have 4 new paramedic students who completed all the requirements of the paramedic program and are waiting for the next available state test
- Developed training videos for use by personnel who need a review on our various pieces of apparatus
- Participated in National Night Out event that was hosted by Rockford Police Department

# *Rockford Fire Department*

## **Areas for Improvement**

- Awaiting scheduled site visit from CAAS (Commission on the Accreditation of Ambulance Services)
- Developing a Task Book to guide the training and experiences of our Explorer Post participants
- Completing a Second Driver Task Book updated to new hose and nozzles
- Developed a system to notify building owners/occupants of a lack of fire suppression system documentation submittals to the Fire Prevention Division

# *Rockford Fire Department*

## **Station 3 Construction**





# *Rockford Fire Department*

## **Station 3 Construction**



# Rockford Police Department

PRESENTED BY:  
ASST. DEPUTY CHIEF PATRICK HOEY

# Rockford Police Department - Scorecard

Item	YTD 13	YTD 14	% Change
Group A Incidents	10,969	10,170	-7.28%
All Calls for Service	90,784	88,564	-2.45%
Dispatched Calls for Service (Not Self-Initiated)	50,951	49,633	-2.59%
Self-Initiated Calls for Service	9,290	10,627	14.39%
Aggravated Battery/Shots Fired	281	223	-20.64%
Robbery	212	218	2.83%
Burglary	1,023	908	-11.24%
Auto Theft	236	217	-8.05%
Burglary to Motor Vehicle and Theft from Motor Vehicle	651	597	-8.29%
Traffic Accidents	2,842	3,047	7.21%
Traffic Fatalities (count of people)	11	7	-36.36%
Group A Incidents - % Domestic Related	20.2%	21.2%	4.95%
Total People Arrested	5,648	5,467	-3.20%
Parolees Arrested	176	225	27.84%
Adult Probationers Arrested	453	499	10.15%
Juvenile Probationers Arrested	129	107	-17.05%
# of Guns Seized	138	116	-15.94%
# of People Arrested for Any Offense Involving a Firearm	160	136	-15.00%

\*\*N/C is "not calculable"

\*\*Parole and probation arrests counted using the most recent monthly parole & probation lists.

\*\*Probation and parole arrests include custodial (lodged in jail) and non-custodial (traffic citations/NTAs) arrests.

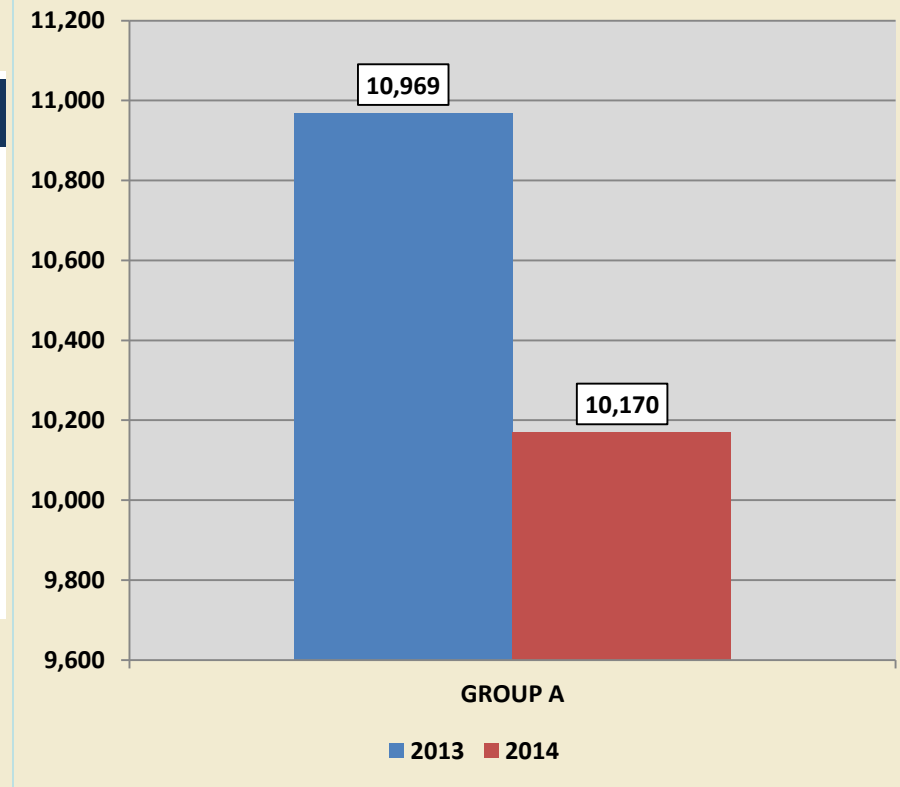
\*\*# of people arrested for offenses involving firearms was obtained by using the "offense weapon code" where a gun or firearm was reported as used in that offense.

# Rockford Police Department

## Year-to-Date Dashboard – Group A

### GROUP A OFFENSES

	2013	2014	% Change	
<b>City</b>	10,969	10,170	-7.28%	↓
<i>Incidents</i>	8,623	8,133	-5.68%	↓
<b>District 1</b>	4,753	4,602	-3.18%	↓
<b>District 2</b>	3,630	3,263	-10.11%	↓
<b>District 3</b>	2,410	2,248	-6.72%	↓
<b>Unknown</b>	176	57	-67.61%	↓



\*\*Produced 8/7/14.

\*\*All data obtained from BI report Group A Offenses Databox\_ByDateRange\_Area

\*\*Prior to March 12, 2014, patrol area was not a required field in RMS. Please note, however, that "unknown" may still be a valid response if the location of an incident is not known.

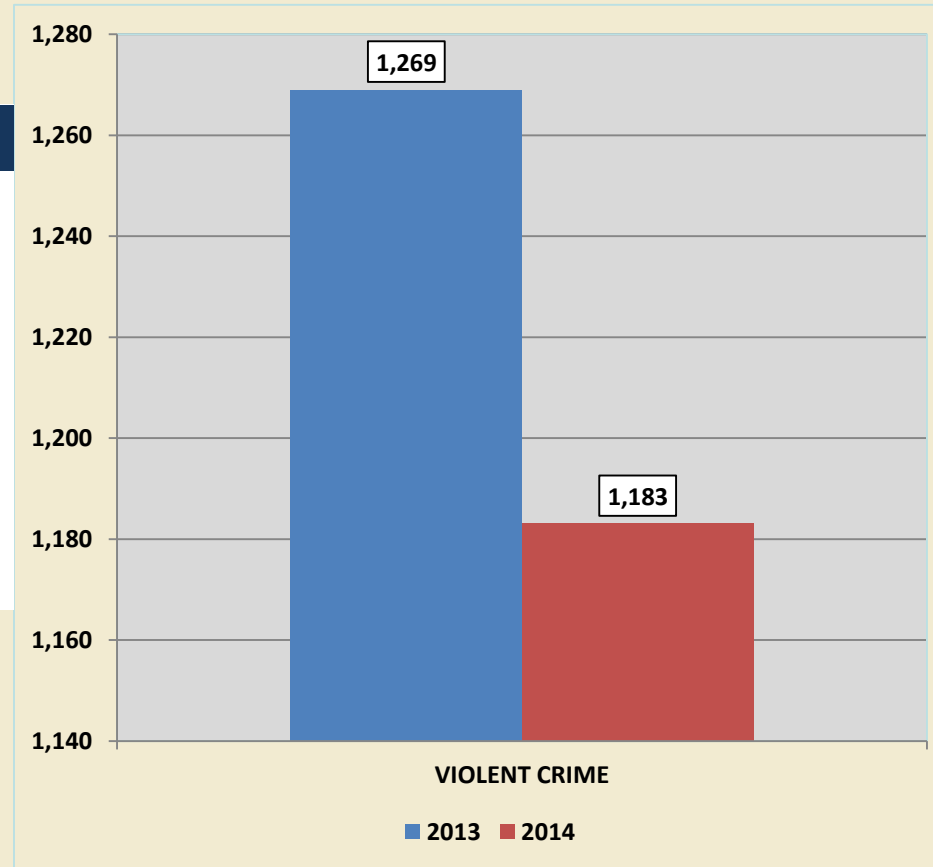


# Rockford Police Department

## Year-to-Date Dashboard – Violent Crime

### VIOLENT CRIME

	2013	2014	% Change	
<b>City</b>	1,269	1,183	-6.78%	↓
<i>Incidents</i>	970	952	-1.86%	↓
<b>District 1</b>	626	626	0.00%	↓
<b>District 2</b>	418	409	-2.15%	↓
<b>District 3</b>	176	145	-17.61%	↓
<b>Unknown</b>	49	3	-93.88%	↓



\*\*Produced 8/7/14.

\*\*All data obtained from BI report Group A Offenses Databox\_ByDateRange\_Area

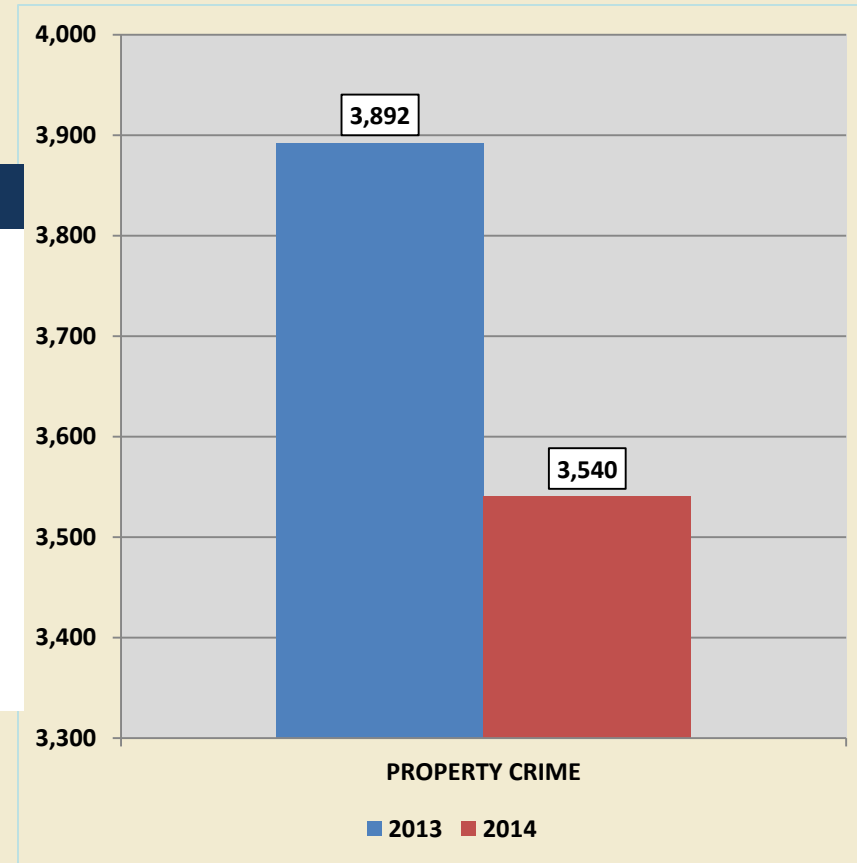
\*\*Prior to March 12, 2014, patrol area was not a required field in RMS. Please note, however, that "unknown" may still be a valid response if the location of an incident is not known.

# Rockford Police Department

## Year-to-Date Dashboard – Property Crime

### PROPERTY CRIME

	2013	2014	% Change	
<b>City</b>	3,892	3,540	-9.04%	↓
<i>Incidents</i>	<i>3,851</i>	<i>3,500</i>	<i>-9.11%</i>	↓
<b>District 1</b>	1,477	1,338	-9.41%	↓
<b>District 2</b>	1,204	1,043	-13.37%	↓
<b>District 3</b>	1,179	1,125	-4.58%	↓
<b>Unknown</b>	32	34	6.25%	↑



\*\*Produced 8/7/14.

\*\*All data obtained from BI report Group A Offenses Databox\_ByDateRange\_Area

\*\*Prior to March 12, 2014, patrol area was not a required field in RMS. Please note, however, that "unknown" may still be a valid response if the location of an incident is not known.

# Rockford Police Department

## District 1 Dashboard

Item		YTD 13	YTD 14	% Change
DISTRICT 1	Group A Incidents	3,655	3,598	-1.56%
	All Calls for Service	37,825	35,758	-5.46%
	Dispatched Calls for Service (Not Self-Initiated)	21,639	20,415	-5.66%
	Self-Initiated Calls for Service	3,997	4,910	22.84%
	Aggravated Battery/Shots Fired	170	128	-24.71%
	Robbery	77	116	50.65%
	Burglary	425	391	-8.00%
	Auto Theft	98	109	11.22%
	Burglary to Motor Vehicle and Theft from Motor Vehicle	243	190	-21.81%
	Traffic Accidents	825	892	8.12%
	Traffic Fatalities (count of people)	4	1	-75.00%
	Prostitution Complaints (CFS offense code 1505)	4	15	275.00%
	Sound Amplification Complaints	86	78	-9.30%
	Sound Amplification Impounds	20	6	-70.00%

\*\*N/C is "not calculable"

# Rockford Police Department

## District 2 Dashboard

Item		YTD 13	YTD 14	% Change
DISTRICT 2	Group A Incidents	2,814	2,572	-8.60%
	All Calls for Service	31,201	31,074	-0.41%
	Dispatched Calls for Service (Not Self-Initiated)	17,130	17,133	0.02%
	Self-Initiated Calls for Service	3,621	3,729	2.98%
	Aggravated Battery/Shots Fired	93	84	-9.68%
	Robbery	93	73	-21.51%
	Burglary	412	317	-23.06%
	Auto Theft	85	67	-21.18%
	Burglary to Motor Vehicle and Theft from Motor Vehicle	185	174	-5.95%
	Traffic Accidents	792	836	5.56%
	Traffic Fatalities (count of people)	3	6	100.00%
	Prostitution Complaints (CFS offense code 1505)	209	253	21.05%
	Sound Amplification Complaints	62	45	-27.42%
	Sound Amplification Impounds	16	8	-50.00%

\*\*N/C is "not calculable"

# Rockford Police Department

## District 3 Dashboard

Item		YTD 13	YTD 14	% Change
DISTRICT 3	Group A Incidents	1,997	1,914	-4.16%
	All Calls for Service	20,293	20,448	0.76%
	Dispatched Calls for Service (Not Self-Initiated)	11,717	11,693	-0.20%
	Self-Initiated Calls for Service	1,502	1,816	20.91%
	Aggravated Battery/Shots Fired	18	11	-38.89%
	Robbery	42	29	-30.95%
	Burglary	186	200	7.53%
	Auto Theft	52	39	-25.00%
	Burglary to Motor Vehicle and Theft from Motor Vehicle	221	211	-4.52%
	Traffic Accidents	1,142	1,197	4.82%
	Traffic Fatalities (count of people)	4	0	-100.00%
	Prostitution Complaints (CFS offense code 1505)	6	10	66.67%
	Sound Amplification Complaints	16	14	-12.50%
	Sound Amplification Impounds	1	0	-100.00%

\*\*N/C is "not calculable"

# CHALLENGES

- Gang Activity “Operation Hydra”
- Armed Robberies on N. Main Street
- Armed Robberies & Business Burglaries on Auburn Street
- Graffiti

# Gang Crime Response

- VCTF investigative component to enhance intelligence, search warrants and pursue leads
- Deployment and monitoring of cameras at hot locations
- Media and Crime Stoppers when appropriate
- Detectives, NRU, M-3, and VCTF to continue to work Operational Plan “Hydra”

# “Hydra” Results

- 11 additional individuals arrested,
  - 2 additional warrants obtained
    - 4 firearms recovered.

## June 2014 compared to July 2014

- Shooting Incidents – 46% decrease
- Armed Robberies – 70% decrease
- Stolen vehicles – 100% decrease



# North Main Robberies

## Developed Operation “North Main Bandit”

- Identified possible target business locations and zones of responsibility, shared known intelligence (increased information flow with uniform services), assigned personnel to operation beginning on July 23, 2014
- 07/26/2014 officers arrested Lonell Taylor who had just committed an armed robbery at the Subway Sandwich Shop in the 3000 Block of North Rockton Avenue, USC and firearm recovered. Arrest cleared five armed robberies including all North Main Street and North Rockton Avenue armed robberies

# Auburn Street Robberies & Burglaries

- Traditional (assign detective)
- Predictive Analysis from Crime Analysis (Bulletin Issued)
- Share intelligence and Directed Patrols by Field Services, VCTF Street Unit & “M-3” surveillance, including bike patrols day and night.

This area has not had a commercial burglary since July 14 nor a commercial armed robbery since July 16

# Graffiti Strategy

- Review Hanson System daily for existing and new graffiti. Patrol Officers directed to document all graffiti.
- Categorize all graffiti (Gang, Hip Hop, Juvenile, Unknown, Hate, Slap Tag, Other)
- Meet weekly with school officers regarding information connected to graffiti
- Access social media sites when appropriate to develop investigative leads in connection with graffiti
- Camera Deployment
- Home Visits when appropriate
- Public Services announcements spotlighting graffiti
- Continue coordination with Public Works in connection with graffiti

## Results

- 2 Arrested, 5 Charges, 8 Incidents cleared

# Rockford Police Department

## Accomplishments

- Graduation of Youth & Junior Police Academies
- Winnebago County Violent Crime Street Level Enforcement -
  - Three Details Completed
- East-West Operational Plan “Hydra”
- N. Main Robberies clearance
- Auburn Street Violent crime cessation
- Promotions:
  - Asst. Deputy Chief Hoey
  - Lt's. Felton & Oswald
  - Sgt's. Clinite & T. Eagleson
  - Reassigned Sergeants, Detectives, Officers

## Looking Forward

- Reduction of Violent Crimes by 5%
- Reduction of Property Crimes by 5%
- Developing New Employee Evaluation System
- August 12-13 & 14-15



# THANK YOU